



Harnessing the Power of Social Media and Web Analytics (Advances in Social Networking and Online Communities)

Anteneh Ayanso

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Social media has opened several new marketing channels to assist in business visibility as well as provide real-time customer feedback. With the emergence of new internet technologies, businesses are increasingly recognizing the value of social media and web presence in the promotion of their products and services.

Harnessing the Power of Social Media and Web Analytics documents high-quality research to empower businesses to derive intelligence from social media sites. These emerging technological tools have allowed businesses to quantify, understand, and respond to customers conversations about their corporate reputation and brands within online communities. This publication is ideal for academic and professional audiences interested in applications and practices of social media and web analytics in various industries.



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