



# The Complete Experience: Unlocking the secrets of online reviews that drive customer loyalty

*Tony Bodoh, Kayla Barrett*

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The war for consumer dollars is greater than ever before. Customers are demanding more value for their money and in today's marketplace, they are greatly influenced in their buying decisions by online reviews of total strangers. The Complete Experience takes you behind the scenes to discover five secrets of online reviews that drive customer loyalty to your company and brand.

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