

Special Issue

Customer Services and Customer Satisfaction

Message from the Guest Editors

Many companies put the customer and customer satisfaction at the heart of customer services. To satisfy customers, companies need to manage and put different factors into perspective, such as different service activities, addressing customer queries and complaints, and meeting customer expectations. Similarly, companies need to consider that customers make purchase decisions not only according to the product or service and their characteristics, but also according to the range and level of customer services provided. In addition, customer satisfaction can be derived not from the product itself, but the “experience” delivered by the company. Other important trends today in customer services are the strategies of servitization and customization, the increasing importance of after-sales services, the impact of technologies on service delivery, and the “sharing economy” services... Dr. Jean-Pierre Lévy Mangin

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Welcome to *Administrative Sciences*, the journal aims to advance and communicate knowledge concerning management theory and practice both in public administration and in profit organizations; it encourages submissions that build on interdisciplinary research in related fields, such as business, economics, political science, gender studies, psychology, sociology, physiology, communication theory or artificial intelligence and their implications on management, organizations and the society. Join us on a journey through the *Administrative Sciences*, where management merges with innovation.

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