

E-Support: How Cisco Systems Saves Millions While Improving Customer Support By Andrew Connan

By Andrew Connan

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<http://d.wanfangdata.com.cn/ExternalResource-Y668876%5e4.aspx>
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<http://www.lightreading.com/ethernet-ip/cisco-unveils-ip-ngn-strategy/d/d-id/608368>

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