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By Antonio Viciano Pérez

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Aplicar las técnicas adecuadas a la venta de productos y servicios a través de los diferentes canales de comercialización distintos de Internet. Aplicar las técnicas de resolución de conflictos y reclamaciones siguiendo criterios y procedimientos establecidos. Aplicar procedimientos de seguimiento de clientes y de control del servicio postventa. Ebook ajustado al certificado de profesionalidad de Gestión comercial de ventas.

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