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Autore	Newbery Patrick
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Altri autori (Persone)	FarnhamKevin
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Sommario/riassunto	Bridge the gap between business and design to improve the customer experience Businesses thrive when they can engage customers. And, while many companies understand that design is a powerful tool for engagement, they do not have the vocabulary, tools, and processes that are required to enable design to make a difference. Experience Design bridges the gap between business and design, explaining how the quality of customer experience is the key to unlocking greater engagement and higher customer lifetime value. The book teaches businesses how to think about design