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**Sommario/riassunto**

There can be little doubt about the profound impact that the Internet has had on all aspects of business over the past decade. Indeed, it is now widely accepted that we have entered a new and even more revolutionary phase in the development of the Net as a global marketing and communications platform; a phase characterised by information 'pull' rather than 'push', user-generated content, openness, sharing, collaboration, interaction, communities, and social networking. New generation Web-based communities and hosted applications are beginning to have a major impact on customer behaviour acr