



January 23, 2014

## **Why Social Will Be a Key Factor in Customer Care for 2014**

[http://insights.wired.com/profiles/blogs/why-social-will-be-a-key-factor-in-customer-care-for-2014?  
xg\\_source=msg\\_appr\\_blogpost#axzz2rFldbJdX](http://insights.wired.com/profiles/blogs/why-social-will-be-a-key-factor-in-customer-care-for-2014?xg_source=msg_appr_blogpost#axzz2rFldbJdX)