



Multichannel Marketing: Metrics and Methods for On and Offline Success

Akin Arian

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No longer can the offline remain separate from the online. Integrated, customer-centric, cross-channel marketing campaigns persuade customers to act, provide greater ROI, and ultimately improve your organization's bottom line. This must-have guide synthesizes the successful methods and metrics that online, direct, and brand marketers have employed for years so that you can develop, implement, and measure successful cross-channel campaigns. Multichannel marketing expert Akin Arikan takes you from customer acquisition to customer relationship management with strategic advice, effective case studies, and proven metrics.

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