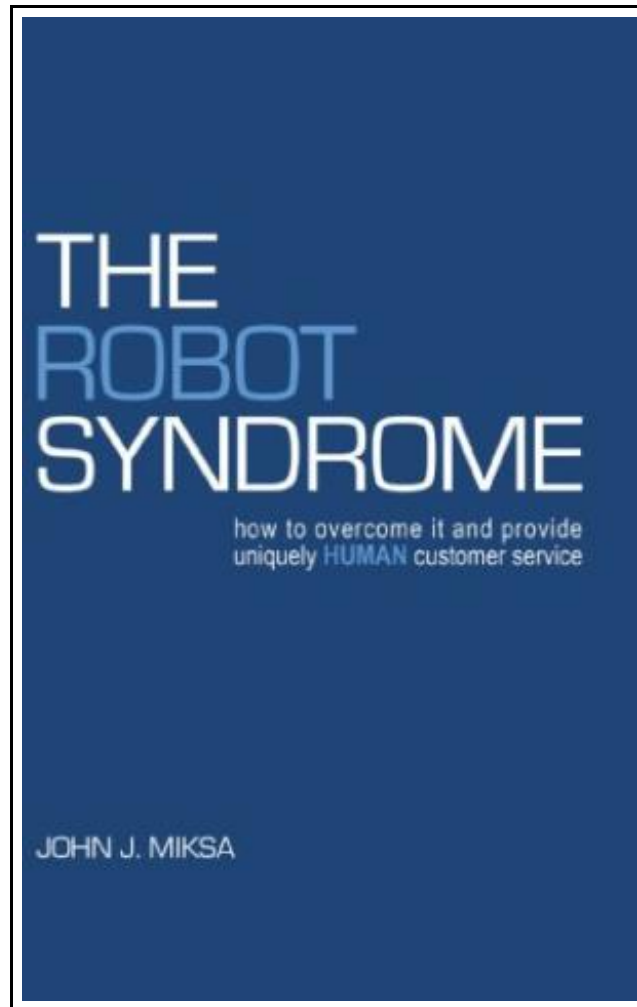


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THE ROBOT SYNDROME: HOW TO OVERCOME IT AND PROVIDE UNIQUELY HUMAN CUSTOMER SERVICE



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