



# **The Handbook of Online Marketing Research: Knowing Your Customer Using the Net: Knowing Your Customer Using the Net**

*Joshua Grossnickle, Oliver Raskin*

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The Handbook of Online Marketing Research examines all the latest techniques and trends used to conduct online research, including how to leverage existing sources, online chat-based sessions, email feedback, online focus groups, and much more. Now, just like larger companies, small- and medium-sized companies can learn vital information like the age, gender, and income of its users, and how they respond to different aspects of the products and those of its competitors. With the advent of the Internet, companies of all sizes and budgets can conduct online market research and access all the information they need to know to stay ahead of the competition. This book demonstrates how both large and small companies can take proven traditional market research techniques and adapt them to the Web. The result is an affordable means for businesses to understand their online customers' needs.

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