

smallbizlady:	Welcome to #SmallBizChat, a weekly conversation where emerging small business owners can get answers to their questions.
BAHjournalist:	RT @smallbizlady: "Welcome to #SmallBizChat, a weekly conversation where emerging small business owners can get answers to their questions."
hyermish:	RT @smallbizlady How 2 participate #SmallBizChat: http://bit.ly/S797e ; try our prepared @Tweetgrid 2 join us Weds 8p ET http://is.gd/k5CgO
smallbizlady:	.Welcome to my co-host & online business manager pal @TaiGoodwin & our virtual assistant @SoniaSchenker #SmallBizChat
TaiGoodwin:	RT @hyermish: Ready to participate in #smallbizchat http://bit.ly/ewu8Nx #SmallBizChat
smallbizlady:	Q: What's the focus of #Smallbizchat? A: To end small business failure by helping you succeed as your own boss #SmallBizChat
TaiGoodwin:	#SmallBizChat
smallbizlady:	NOW on #Smallbizchat 8-9p ET with Howard Yermish @hyermish on Social customer relationship mgmt software http://is.gd/kwZZF #SmallBizChat
ellenlange:	@ellenlange glad to join #smallbizchat
hyermish:	RT @smallbizlady Welcome to my co-host & online business manager pal @TaiGoodwin & our virtual assistant @SoniaSchenker #SmallBizChat
TaiGoodwin:	@BAHjournalist Welcome to #SmallBizChat
VIVAssistants:	@smallbizlady Hello all, looking forward to it #smallbizchat
TaiGoodwin:	@ellenlange Hi Ellen! Welcome to #SmallBizChat
smallbizlady:	Welcome to Howard Yermish @hyermish specialist on Internet strategy, social networks, and productivity http://is.gd/kwZZF #SmallBizChat
yourjobmyoffice:	Happy new year everyone. I'm here @yourjobmyoffice (@soniaschenker) #smallbizchat
hyermish:	I'm so happy to be here! #SmallBizChat
TaiGoodwin:	@VIVAssistants @yourjobmyoffice Welcome to #SmallBizChat
USAussie82:	Testing...this is my first tweet #smallbizchat
TaiGoodwin:	So glad to learn from @hyermish tonight on #SmallBizChat
smallbizlady:	Q1: WHAT IS SOCIAL CUSTOMER RELATIONSHIP MANAGEMENT? #SmallBizChat
3sixteenweb:	Howard Yermish @hyermish will be talking Customer Relationship Mgmt Software on tonight chat 8-9p ET #smallbizchat
TaiGoodwin:	@USAussie82 Welcome to #SmallBizChat
hyermish:	A1: SocialCRM is sub-system of overall CRM effort. Goal is be efficient/effective & build trust with prospects and customers. #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q1: WHAT IS SOCIAL CUSTOMER RELATIONSHIP MANAGEMENT? #SmallBizChat

twowomenandahoe:	Good evening! #SmallBizChat
USAussie82:	I have a question for all the business owners. what's the one thing you want most from your accounting firm? #smallbizchat
hyermish:	A1b: A good CRM system should facilitate capturing interactions with your customers, organize these interactions so? #SmallBizChat
TaiGoodwin:	@GarrettIra Welcome to #SmallBizChat
mentormarketing:	#smallbizchat I'll be watching the memorial
hyermish:	A1c: ?others in the business can help customers and facilitate decision-making based on the collected customer data. #SmallBizChat
TaiGoodwin:	@twowomenandahoe Welcome to the show thanks for your RTs today #SmallBizChat
BAHjournalist:	Tonight's #SmallBizChat is about social customer relationship management software with @hyermish. How to participate ? http://is.gd/kwZZF
yourjobmyoffice:	Greetings @hyermish from northern NJ! I'm VA to the chat and will send u transcript later. #smallbizchat
KRCraft:	Must Read discussion/comments: http://bit.ly/eRu5Eu #scrm @SmallBizLady: Q1: WHAT IS SOCIAL CUSTOMER RELATIONSHIP MANAGEMENT? #SmallBizChat
twowomenandahoe:	@TaiGoodwin My pleasure! #SmallBizChat
TaiGoodwin:	RT @hyermish: A1: SocialCRM is sub-system of overall CRM effort. Goal is be efficient trust with prospects and customers. #SmallBizChat
twowomenandahoe:	How big should an org. be before using a CRM? #SmallBizChat
TaiGoodwin:	RT @hyermish: A1b: A good CRM system should facilitate capturing interactions w/your customers, organize these interactions so #SmallBizChat
USAussie82:	@taigoodwin thanks for the welcome. Just getting the hang of twitter here. #smallbizchat
doggdaze:	RT @smallbizlady: Q1: WHAT IS SOCIAL CUSTOMER RELATIONSHIP MANAGEMENT? #SmallBizChat
smallbizlady:	Q2: HOW IS SOCIAL CRM DIFFERENT FROM TRADITIONAL CUSTOMER RELATIONSHIP MGMT SYSTEMS? #SmallBizChat
simbeckhampson:	Not often I call by, but looking forward to the chat this evening... #SmallBizChat
_ebonie:	Hi guys! #smallbizchat
TaiGoodwin:	RT @smallbizlady: .Welcome to my co-host & online business manager pal @TaiGoodwin & our virtual assistant @SoniaSchenker #SmallBizChat
denissemarie16:	RT @smallbizlady: Q2: HOW IS SOCIAL CRM DIFFERENT FROM TRADITIONAL CUSTOMER RELATIONSHIP MGMT SYSTEMS? #SmallBizChat

KRCraft:	@SmallBizLady Also highly recommend @wimrampen 'The S in SCRM is not about Social Media' http://bit.ly/gArp1j (comments, too) #SmallBizChat
smallbizlady:	RT @twowomenandahoe: How big should an org. be before using a CRM? #SmallBizChat
TaiGoodwin:	RT @twowomenandahoe: How big should an org. be before using a CRM? #SmallBizChat
doggdaze:	RT @hyermish: A1: SocialCRM is sub-system of overall CRM effort. Goal-efficient/effective & build trust w/prospects and cust #SmallBizChat
doggdaze:	Hello everyone #SmallBizChat
LindaSherman:	I am a social media marketing consultant - enjoy working w small business clients http://couragegroup.com/Social-Media.html #smallbizchat
TaiGoodwin:	@simbeckhampson @_ebonie welcome to #SmallBizChat
hyermish:	@twowomenandahoe CRM starts as a business process when you start a business, so 1 is a good number to begin. #SmallBizChat
LindaSherman:	How to Get Local PR for Small Business video interview w @PRSarahEvans http://bit.ly/localPR #smallbizchat
hyermish:	A2: Big deal w/ SocialCRM -much of traditional conversation is now happening n email comments blogs reviews and forum posts. #SmallBizChat
LindaSherman:	RT @smallbizlady: Q2: HOW IS SOCIAL CRM DIFFERENT FROM TRADITIONAL CUSTOMER RELATIONSHIP MGMT SYSTEMS? #SmallBizChat
TaiGoodwin:	RT @hyermish: @twowomenandahoe CRM starts as a business process when you start a business, so 1 is a good number to begin. #SmallBizChat
hyermish:	A2b: Using dashboard/monitoring tool isn't a shortcut to having a good CRM system, but at least it's a place to start #SmallBizChat
simbeckhampson:	@TaiGoodwin Thanks :) #SmallBizChat
USAussie82:	Whats the one thing the business owners here want most from their accounting firm? #smallbizchat
_ebonie:	@TaiGoodwin Thanks Tai! #smallbizchat
smallbizlady:	Q3: WHAT DO YOU THINK ARE THE CHALLENGES THAT SMALL BUSINESSES FACE WHEN TRYING TO EMBRACE SOCIAL CRM? #SmallBizChat
hyermish:	A3: The first challenge has nothing to do with Social CRM. It has to do with having a detailed profile of your customers. #SmallBizChat
twowomenandahoe:	Lack of manpower? #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q3: WHAT DO YOU THINK ARE THE CHALLENGES THAT SMALL BUSINESSES FACE WHEN TRYING TO EMBRACE SOCIAL CRM? #SmallBizChat
hyermish:	A3b: Profile needs to go beyond demographics & anecdotes - needs key performance indicators which are different for each biz #SmallBizChat

TaiGoodwin:	@doggdaze Hey -welcome to the show! #SmallBizChat
smallbizlady:	@USAussie82 OKAY WE ARE TALKING ABOUT SCRM SYSTEMS TONIGHT OR ARE YOU ON THE WRONG CHAT!! #SmallBizChat
hyermish:	A3c: You have to know what data to collect. Otherwise you try to capture everything, gets in the way of natural interaction. #SmallBizChat
denissemarie16:	RT @hyermish: A2: Big deal w/ SocialCRM -much of traditional conversation is now happening n email comments blogs reviews and forum posts. #SmallBizChat
hyermish:	A3d: Next big challenge is understand listening. Businesses used to rely on feedback from customers or market research. #SmallBizChat
TaiGoodwin:	RT @hyermish: A2b: Using dashboard/monitoring tool isn't a shortcut to having a good CRM system, but it's a place to start #SmallBizChat
doggdaze:	RT @hyermish: Using dashboard/monitoring tool isn't a shortcut 2 having a good CRM system, but at least it's a place 2 start #SmallBizChat
hyermish:	A3e: However, listening now includes communications on the Internet ? anyone active on Twitter knows this. #SmallBizChat
hyermish:	A3f: Plenty of case studies show how Internet monitoring helps large and small biz have better relationships with customers. #SmallBizChat
KRCraft:	@smallbizlady They don't know how to begin. Only that they should begin. Useful 'how to start' presence: http://bit.ly/eGxDry #SmallBizChat
USAussie82:	sorry I thought this was just a general business chat. I only just joined twitter like 5 mins ago my apologies. #smallbizchat
smallbizlady:	How to participate in #SmallBizChat http://bit.ly/S797e ; join in via tonight's tweetgrid: http://is.gd/kwZZF
LindaSherman:	@USAussie82 I recommend adding a link to your Twitter bio - If no biz website yet, could be LinkedIn #smallbizchat
waynemancomedy:	RT @smallbizchat: Join us on #SmallBizChat 8p ET tonight for @hyermish on how to create a good social customer relationship mgmt system http://is.gd/kwZZF
TaiGoodwin:	RT @hyermish: A3: The first challenge has nothing to do with Social CRM. It's having a detailed profile of your customers. #SmallBizChat
smallbizlady:	Right NOW on #SmallBizChat 8p ET @hyermish on Social customer relationship mgmt software http://is.gd/kwZZF
simbeckhampson:	@hyermish And, a detailed profile of internal customers, your employees. Square pegs for square holes = happy pegs & holes #SmallBizChat
smallbizlady:	For even more great content join the #Smallbizchat LinkedIn group! http://bit.ly/smallbizchatonlinkedin #SmallBizChat
EccentricMethod:	I'm getting real-time search results at TweetGrid http://tweetgrid.com/ #SmallBizChat
USAussie82:	@lindasherman thanks Linda I'll do that. I have a linked in #smallbizchat
smallbizlady:	My latest blog post ---> How to Write an Executive Summary http://ow.ly/3BBUo #SmallBizChat
USAussie82:	Night all. Thanks for the tips. #smallbizchat
smallbizlady:	Could Your Self Confidence Be Holding Back Your Small Business? http://bit.ly/igXsda #SmallBizChat

doggdaze:	RT @hyermish: A3f: Plenty of case studies show how Internet monitoring helps lrg & small biz have better relationships w/cust. #SmallBizChat
TaiGoodwin:	RT @smallbizlady: For even more great content join the #Smallbizchat Linkedin group! http://bit.ly/smallbizchatonlinkedin #SmallBizChat
smallbizlady:	Q4: IS LISTENING THE PLACE TO START FOR SOCIAL CRM? #SmallBizChat
hyermish:	@simbeckhampson Exactly... #SmallBizChat
KRCraft:	RT @hyermish: You have to know what data to collect. If you try to capture everything, gets in the way of natural interaction. #SmallBizChat
doggdaze:	@TaiGoodwin Thanks! glad to be here as always #SmallBizChat
ellenlange:	how do you use this this information to get repeat customers #smallbizchat
TaiGoodwin:	@EccentricMethod Welcome to the show! #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q4: IS LISTENING THE PLACE TO START FOR SOCIAL CRM? #SmallBizChat
t016:	Enjoying #SmallBizChat with @SmallBizLady @hyermish on social customer relationship mgmt software.
yourjobmyoffice:	@USAussie82 this chat is for business owners looking for answers to questions. Stay, we really don't bite! :-) #smallbizchat
hyermish:	A4: It is certainly the easiest and least costly place to start. You can setup Google Alerts to monitor external content. #SmallBizChat
smallbizlady:	RT @ellenlange: how do you use this this information to get repeat customers #SmallBizChat
EccentricMethod:	@TaiGoodwin Thank you!!! #SmallBizChat
TaiGoodwin:	RT @ellenlange: how do you use this this information to get repeat customers #SmallBizChat
hyermish:	A4b: You can use saved searches in Twitter to grab real-time Twitter data. You can search public Facebook posts and comments. #SmallBizChat
KRCraft:	Q4: Real place is to explore your existing clients on line, then build profiles, then enhance lead listening. #SmallBizChat
hyermish:	A4c: Combination of social dashboards, RSS and web analytics should be part of your regular diet of online data consumption. #SmallBizChat
doggdaze:	RT @hyermish: It is certainly the easiest & least costly place to start. U can setup Google Alerts 2 monitor external content. #SmallBizChat
hyermish:	A4d: Once you have data, you will figure out ways to refine your listening devices to get better or more nuanced data. #SmallBizChat
TaiGoodwin:	@t016 Welcome to the chat! #SmallBizChat
hyermish:	A4e: And you will need to continually refine your data collection processes. #SmallBizChat
TaiGoodwin:	RT @hyermish: A4: It is certainly the easiest - You can setup Google Alerts to monitor external content. #SmallBizChat
smallbizlady:	Q5: SO AFTER I HAVE MY INTERNET LISTENING DEVICES IN PLACE, WHAT'S NEXT? #SmallBizChat
ellenlange:	@hyermish can you give us more specifics #smallbizchat

KRCraft:	For #smb, suggest checking out @hyermish who is currently offering some sound advice about Social CRM in #SmallBizChat <Helpful for newbies
smallbizlady:	RT @ellenlange: @hyermish can you give us more specifics #SmallBizChat
gnosisarts:	Eric, NYC. Joining the chat. Hello there. #smallbizchat
doggdaze:	RT @hyermish: Combo of social dashboards, RSS & web analytics should b part of your regular diet of online data consumption #SmallBizChat
TaiGoodwin:	RT @hyermish: A4b You can search public Facebook posts and comments. #SmallBizChat
USAussie82:	@yourjobmyoffice well I'm not a business owner - working for a business owner and trying to find somewhere to ask a question #smallbizchat
AmyAllStar:	RT @t016: Enjoying #SmallBizChat with @SmallBizLady @hyermish on social customer relationship mgmt software.
AmyAllStar:	RT @hyermish: A4c: Combination of social dashboards, RSS and web analytics should be part of your regular diet of online data consumption. #SmallBizChat
TaiGoodwin:	RT @hyermish: A4e: And you will need to continually refine your data collection processes. #SmallBizChat
WhereitBlooms:	Popping into #SmallBizChat ...hi all
hyermish:	@ellenlange Yes - but I can be more specific following the chat... hang out after and ask again please... #SmallBizChat
hyermish:	A5: Formal response plan in place is key. You need a specific process to respond to both positive and negative feedback. #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q5: SO AFTER I HAVE MY INTERNET LISTENING DEVICES IN PLACE, WHAT?S NEXT? #SmallBizChat
hyermish:	A5b: If customers start whining on Twitter it doesn't mean that you should move mountains ? that teaches that whining works. #SmallBizChat
AmyAllStar:	RT @hyermish: A3f: Plenty of case studies show how Internet monitoring helps large and small biz have better relationships with customers. #SmallBizChat
hyermish:	A5c: You might simply want to redirect complaints to traditional channels like telephone support. #SmallBizChat
TaiGoodwin:	@gnosisarts Welcome to the #SmallBizChat
USAussie82:	I came across a blog mentioning this chat room and thought it might be of help but I only just joined twitter so confused #smallbizchat
hyermish:	A5d: Perhaps using Twitter or Facebook directly/publicly could potentially compromise customer privacy. #SmallBizChat
twowomenandahoe:	RT @TaiGoodwin: RT @smallbizlady: Q5: SO AFTER I HAVE MY INTERNET LISTENING DEVICES IN PLACE, WHAT?S NEXT? #SmallBizChat
Lacewigdesigner:	@SmallBizLady if you are new to CRM where do you begin without getting overwhelmed #smallBizChat?
hyermish:	A5e: For your response plan, consider both who is the appropriate person to answer and where the answer should be posted. #SmallBizChat
BrandProtectors:	Hello all, checking out the chat #SmallBizChat

TaiGoodwin:	RT @AmyAllStar Welcome to the chat!. #SmallBizChat
hyermish:	A5f: You do not want to get caught in a flaming comments war on someone else's blog. #SmallBizChat
simbeckhampson:	@hyermish Spot on! Curation services such as Datasift, Curated.by, Storify etc help narrative to be consumed better. #SmallBizChat
WhereitBlooms:	RT @TaiGoodwin: RT @smallbizlady: Q5: SO AFTER I HAVE MY INTERNET LISTENING DEVICES IN PLACE, WHAT?S NEXT? #SmallBizChat
smallbizlady:	Q6: WHAT WAYS CAN SMALL BUSINESSES BE MORE PROACTIVE WITH SOCIAL CRM EFFORTS? #SmallBizChat
hyermish:	A5g: Read this article from David Meerman Scott: The US Air Force: Armed with social media: http://bit.ly/fN8gvA #SmallBizChat
TaiGoodwin:	@WhereitBlooms Glad to see you on the chat tonight #SmallBizChat
twowomenandahoe:	RT @hyermish: A5f: You do not want to get caught in a flaming comments war on someone else's blog. #SmallBizChat
EccentricMethod:	Just joined #smallbizchat follow @SmallBizLady for info!!!!
smallbizlady:	@Lacewigdesigner WE ARE GETTING TO THAT QUESTION HANG ON #SmallBizChat
TaiGoodwin:	RT @hyermish: A5: You need a specific process to respond to both positive and negative feedback. #SmallBizChat
hyermish:	A6: Depends on your specific customer profile. Say that you run a floral company and your customers are all brides to be. #SmallBizChat
WhereitBlooms:	@hyermish I think customer who whine ultimately just want to be heard, not necessarily have immediate resolution. #SmallBizChat
hyermish:	A6b: Brides read specific blogs about wedding planning, participate on those sites, not in a sales way but in a helpful way. #SmallBizChat
TaiGoodwin:	@BrandProtectors Welcome to the chat! #SmallBizChat
hyermish:	A6c: Post comments or offer to guest post on the site. Definitely a great idea, but you may have missed an early step. #SmallBizChat
twowomenandahoe:	Good stuff here tonight! #SmallBizChat
smallbizlady:	If you know a small biz owner who could use some advice tell them to follow @SmallBizChat and join us on Wed 8-9 ET #SmallBizChat
hyermish:	A6d: In this case, are the brides that use a particular website actually good and profitable customers? #SmallBizChat
hyermish:	A6e: Start with a simple survey to existing/prior customers to find out which sites they used to find a photographer or DJ. #SmallBizChat
smallbizlady:	For tips on #smallbiz success subscribe to Melinda Emerson?s blog at http://bit.ly/3x5Gm2 http://www.succeedasyourownboss.com/ #SmallBizChat
WhereitBlooms:	@TaiGoodwin TY Good to see you too! Will have to catch up #SmallBizChat

TaiGoodwin:	RT @simbeckhampson: @hyermish Spot on! Curation services such as Datasift, Curated.by help narrative to be consumed better. #SmallBizChat
hyermish:	A6f: Make sure to reward for their time/effort to help you. But then follow their digital fingerprints beyond their answers. #SmallBizChat
Basti:	RT @simbeckhampson: @hyermish Spot on! Curation services such as Datasift, Curated.by, Storify etc help narrative to be consumed better. #SmallBizChat
maslipka:	Is there a chat link? #smallbizchat
hyermish:	A6g: If you can determine what other sites they are using from comments, shared links on profiles, Facebook likes, etc.,? #SmallBizChat
hyermish:	A6h: ?You develop a more precise way to understand your clients. So the survey acts as a starting point for deeper research. #SmallBizChat
ellenlange:	do internet customers want old fashion thankyou notes #smallbizchat
waynemancomedy:	RT @smallbizlady: For tips on #smallbiz success subscribe to Melinda Emerson?s blog at http://bit.ly/3x5Gm2 : http://www.succeedasyourownboss.com/ #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q6: WHAT WAYS CAN SMALL BUSINESSES BE MORE PROACTIVE WITH SOCIAL CRM EFFORTS? #SmallBizChat
hyermish:	A6i: Then you can take this newly found information and determine key measuring points to add to your customer profile. #SmallBizChat
simbeckhampson:	@Basti Thanks for the RT ;) #SmallBizChat
LorenaHeletea:	RT @LindaSherman: RT @smallbizlady: Q2: HOW IS SOCIAL CRM DIFFERENT FROM TRADITIONAL CUSTOMER RELATIONSHIP MGMT SYSTEMS? #SmallBizChat
denissemarie16:	Great survey tool for small business owners is surveymonkey.com #smallbizchat
hyermish:	@whereitblooms And that is an important thing to keep as part of the process. Making sure that the customer feels listened to. #SmallBizChat
smallbizlady:	Save \$100 on Melinda Emerson mastermind group starting 1/20 Use code MM111TW http://bit.ly/f3oA2l Offer ends Fri #SmallBizChat
TaiGoodwin:	RT @hyermish: A6b: Brides read blogs on wedding planning, participate on sites, not in a sales way but in a helpful way. #SmallBizChat
KRCraft:	@Lacewigdesigner You can start here: http://bit.ly/hugQDn #smallBizChat
TaiGoodwin:	@maslipka http://is.gd/kwZZF #SmallBizChat
MissKemya:	RT @smallbizlady: How to participate in #smallbizchat http://bit.ly/ewu8Nx
TaiGoodwin:	RT @ellenlange: do internet customers want old fashion thankyou notes #SmallBizChat
smallbizlady:	Q7: HOW DO YOU CREATE A CUSTOMER PROFILES? #SmallBizChat
gnosisarts:	We've found that Twitter is a superb tool for customer service and client relations #smallbizchat

TaiGoodwin:	RT @denissemarie16: Great survey tool for small business owners is surveymonkey.com and surveygizmo #SmallBizChat
smallbizlady:	@ellenlange: YES people still do want old fashion thankyou notes! #SmallBizChat
hyermish:	@ellenlange Internet customers are still human, do you like getting hand written notes? I know that I do too. #SmallBizChat
twowomenandaho e:	RT @TaiGoodwin: RT @denissemarie16: Great survey tool for small business owners is surveymonkey.com and surveygizmo #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q7: HOW DO YOU CREATE A CUSTOMER PROFILES? #SmallBizChat
hyermish:	A7: Really look at customers: Group them as many different ways: by product/service, revenue, profitability, friendliness? #SmallBizChat
TaiGoodwin:	RT @gnosisarts: We've found that Twitter is a superb tool for customer service and client relations #SmallBizChat
hyermish:	A7b: Trends will emerge and you will find that there are certain data points that could be tracked. #SmallBizChat
denissemarie16:	RT @hyermish: @ellenlange Internet customers are still human, do you like getting hand written notes? I know that I do too. #SmallBizChat
hyermish:	A7c: I've looked at my clients & learned things I can measure during the sales process that reliably predict profitability. #SmallBizChat
smallbizlady:	@yourjobmyoffice WHAT ARE YOU TALKING ABOUT WILLIS WTH!!! #SmallBizChat
hyermish:	A7d: That data will inspire who you follow on Twitter, how you comment on blogs, articles you share & everything beyond. #SmallBizChat
twowomenandaho e:	Love giving & receiving hand written notes! #SmallBizChat
doggdaze:	RT @hyermish: @ellenlange Internet customers are still human, do u like getting hand written notes? I know that I do 2. #SmallBizChat
TaiGoodwin:	RT @hyermish: @ellenlange Internet customers are still human, do you like getting hand written notes? I know that I do too. #SmallBizChat
maslipka:	Yes they do! It's a nice touch....RT @SmallBizLady: @ellenlange: YES people still do want old fashion thankyou notes! #SmallBizChat
WhereitBlooms:	@hyermish Love that @Nordstrom always sends a handwritten thank you note even with small purchases. Nice gesture. #SmallBizChat
yourjobmyoffice:	@ellenlange Gr8 question. I wld have said no, but I have clients who still snail mail effectively. It's good 2 have options? #smallbizchat
simbeckhampson:	Hand written notes of thanks are so rare their worth their weight in gold... best marketing tool!!! #SmallBizChat
TaiGoodwin:	RT @hyermish: A7: Really look at customers: Group them as many different ways: by product/service, revenue, profitability... #SmallBizChat
AmyAllStar:	RT @hyermish: A6f: Make sure to reward for their time/effort to help you. But then follow their digital fingerprints beyond their answers. #SmallBizChat

yourjobmyoffice:	lol! She does pay attention! RT @smallbizlady: @yourjobmyoffice WHAT ARE YOU TALKING ABOUT WILLIS WTH!!! #smallbizchat
gnosisarts:	An excellent tool for seeing Twitter convos is http://bettween.com/ Makes threading convo easier #smallbizchat
KRCraft:	@hyermish You should compile your tweets tonight for #SmallBizChat into an ebook. You get it & are offering sound advice to questions.
bepromotable:	Agree! RT @simbeckhampson: Hand written notes of thanks are so rare their worth their weight in gold... best marketing tool!!!! #smallbizchat
AmyAllStar:	RT @hyermish: A5g: Read this article from David Meerman Scott: The US Air Force: Armed with social media: http://bit.ly/fN8gvA #SmallBizChat
TaiGoodwin:	RT @simbeckhampson: Hand written notes of thanks are so rare their worth their weight in gold... best marketing tool!!!! #SmallBizChat
WhereitBlooms:	To simplify I do custom thank you notes for my clients and include gift cards. https://www.sendoutcards.com/85592 #SmallBizChat
hyermish:	@whereitblooms Nordstrom is a great example - but they know better because they didn't start operating yesterday - #SmallBizChat
TaiGoodwin:	RT @gnosisarts: Thanks for recommending http://bettween.com/ #SmallBizChat
hyermish:	@KRCraft Great idea! I should do that and thanks for the compliment! #SmallBizChat
bepromotable:	hi all. just able to join. looks like gr8 convo. i love handwritten thank you cards AND i use sendoutcards.com #smallbizchat
ellenlange:	do giveaways on twitter or facebook help with developing customers? #smallbizchat
TaiGoodwin:	@bepromotable Hey Coach Tanya! #SmallBizChat
smallbizlady:	Q8: COMPARED TO TRADITIONAL CRM, SOCIAL CRM SEEMS VERY NEBULOUS & UNFOCUSED. SHOULD WE STICK TO MORE TRADITIONAL CRM EFFORTS? #SmallBizChat
WhereitBlooms:	@hyermish True but they are great with customer service and known for that. #SmallBizChat CC: @Nordstrom
familyfoodie:	RT @whereitblooms: @hyermish Love that @Nordstrom always sends a handwritten thank you note even with small purchases #SmallBizChat
doggdaze:	RT @WhereitBlooms: To simplify I do custom thank you notes for my clients and include gift cards. #SmallBizChat
simbeckhampson:	RT @gnosisarts: An excellent tool for seeing Twitter convos is http://bettween.com/ - makes threading convo easier. #SmallBizChat
bepromotable:	RT @KRCraft: @hyermish You should compile your tweets tonight for #SmallBizChat into an ebook. You...are offering sound advice #smallbizchat
TaiGoodwin:	RT @KRCraft: @hyermish You should compile your tweets tonight for #SmallBizChat into an ebook. You offering sound advice
simbeckhampson:	@ellenlange Yes. I love getting things for free... I'm weak like that ;) #SmallBizChat

hyermish:	@ellenlange I'm not a big fan of giveaways, but for the right business it can work. Just don't give away too much. #SmallBizChat
Futuresoptions:	This is a good question... thoughts anyone?RT @ellenlange: do giveaways on twitter or facebook help with developing customers? #smallbizchat
TaiGoodwin:	RT @hyermish: @whereitblooms Nordstrom is a great example - but they know better because they didn't start operating yesterday #SmallBizChat
bepromotable:	Hi you! RT @TaiGoodwin: @bepromotable Hey Coach Tanya! #smallbizchat
_ebonie:	Any home based travel agents on #smallbizchat? Let's connect.
doggdaze:	RT @hyermish: @ellenlange I'm not a big fan of giveaways, but for the right business it can work. Just don't give away 2 much #SmallBizChat
hyermish:	A8: Traditional CRM solutions were about providing very defined channels and processes for customers. #SmallBizChat
hyermish:	A8b: There's been a shift of power from the business to customer. Customers make the rules and define the communication. #SmallBizChat
hyermish:	A8c: Customers connect with each other without your help. Your business should choose which channels make the most sense. #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q8: SHOULD WE STICK TO MORE TRADITIONAL CRM EFFORTS? #SmallBizChat
hyermish:	A8d: Trying to do everything might be an impossible task. #SmallBizChat
hyermish:	A8e: Provide appropriate communication channels that resonate with customers, focus your efforts and define your processes. #SmallBizChat
WhereitBlooms:	Sometimes excessively promoting giveaways or using FREE in marketing language can cheapen your product/service. #smallbizchat
hyermish:	A8f: You might cast a wide net for your listening efforts, specifically to catch the anomalies. #SmallBizChat
doggdaze:	RT @hyermish: There's been a shift of power from the business to customer. Customers make the rules & define the communication #SmallBizChat
TaiGoodwin:	@simbeckhampson Quality free stuff is good! #SmallBizChat
hyermish:	A8g: Then focus efforts on specific outlets, like web-based forums or Twitter or Facebook chat or comments on your blog. #SmallBizChat
bepromotable:	A8: Learning to navigate with the social CRM but incorporate things that work for me with traditional CRM #smallbizchat
denissemarie16:	RT @hyermish: A8e: Provide appropriate communication channels that resonate with customers, focus your efforts and define your processes. #SmallBizChat
WhereitBlooms:	RT @hyermish There's been a shift of power from the business to customer. Customers make the rules & define the communication. #SmallBizChat
rosamyst:	RT @TaiGoodwin: RT @simbeckhampson: Hand written notes of thanks are so rare their worth their weight in gold... best marketing tool!!!! #SmallBizChat

gnosisarts:	@TaiGoodwin You're welcome. and thanks for the RT @simbeckhampson #smallbizchat
simbeckhampson:	RT @hyermish Customers connect with each other without your help. Your business should choose which channels make most sense #SmallBizChat
Futuresoptions:	RT @simbeckhampson: RT @hyermish Customers connect with each other without your help. Your business should choose which channels make most sense #SmallBizChat
TaiGoodwin:	RT @hyermish: A8: Traditional CRM solutions=providing very defined channels and processes for customers. #SmallBizChat
smallbizlady:	Q9: WHAT PROBLEMS DO YOU SEE WITH CURRENT SOCIAL CRM TOOLS? #SmallBizChat
TaiGoodwin:	RT @hyermish: A8b: There's been a shift of power from the business to customer. #SmallBizChat
hyermish:	@WhereitBlooms Free is dangerous, except for when it doesn't devalue your product or service. Bite sized chunks required... #SmallBizChat
bepromotable:	RT @hyermish: There's been a shift of power from the business to customer. Customers make the rules & define the communication #smallbizchat
TaiGoodwin:	RT @hyermish: A8e: Provide appropriate communication channels that resonate with customers, #SmallBizChat
hyermish:	A9: The current crop of tools helps collect and respond to Internet based activity. #SmallBizChat
hyermish:	A9b: With sentiment analysis some tools attempt to determine whether comments and conversations are positive or negative. #SmallBizChat
Futuresoptions:	I'm naive...what are they? RT @SmallBizLady: Q9: WHAT PROBLEMS DO YOU SEE WITH CURRENT SOCIAL CRM TOOLS? #SmallBizChat
doggdaze:	@WhereitBlooms I can see that. Excessive giveaways can devalue your brand and make your products/services seem worthless. #SmallBizChat
hyermish:	A9c: Unfortunately tools within reach of small biz don't offer all-encompassing master view of every online activity. #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q9: WHAT PROBLEMS DO YOU SEE WITH CURRENT SOCIAL CRM TOOLS? #SmallBizChat
gnosisarts:	I'm not a big fan of giveaways, either. The "race to the bottom" is hurting smallbiz more than helping, IMHO #smallbizchat
hyermish:	A9d: Tools like Salesforce.com, Highrise, Zoho are powerful if you track relevant information learned from their profiles. #SmallBizChat
ellenlange:	@hyermish can you actually drive new customers to a website #smallbizchat
hyermish:	A9e: Hope is that tools evolve to allow businesses to spot customer trends so a business can be proactive with customers? #SmallBizChat
hyermish:	A9f: ?in ways that make businesses more unique. Just imagine taking the ?Long Tail? approach to your customer segments. #SmallBizChat
TaiGoodwin:	RT @hyermish: A9: The current crop of tools helps collect and respond to Internet based activity. #SmallBizChat

KRCraft:	@hyermish For choosing channels, I'd recommend this read. I suspect you'll appreciate it: http://bit.ly/aFDOTs #SmallBizChat
hyermish:	A9g: When CRM tools help a biz spot a niche in its customer base, really interesting product/service innovation happens. #SmallBizChat
TaiGoodwin:	RT @hyermish: A8f: You might cast a wide net for your listening efforts, specifically to catch the anomalies. #SmallBizChat
doggdaze:	RT @hyermish: @WhereitBlooms Free is dangerous, except 4 when it doesn't devalue your product/service. Bite sized chunks #SmallBizChat
yourjobmyoffice:	@KRCraft @hyermish We capture + tweet a link to transcript after the chat. I will try and get it out shortly after #smallbizchat
TRethore:	@smallbizlady A9: haven't found CRMs that really understand small + professional srvc firms - and keep it simple. #SmallBizChat
denissemarie16:	#smallbizchat Having your website on WordPress is awesome because you can add a web-based forum to your site to communicate with your...
hyermish:	@ellenlange Of course you can, as long as you aren't making them feel awkward or asking them to marry you before you've dated. #SmallBizChat
simbeckhampson:	It is not slickness, polish, uniqueness, or cleverness that makes a brand a brand. It is truth. ~H Beckwith < Start there! #SmallBizChat
smallbizlady:	FYI-- I DO NOT CLICK LINKS ON FIRST CONTACT, JOIN THE COMMUNITY FIRST #SmallBizChat
hyermish:	@Futuresoptions Blogs & Websites are basically converged. #SmallBizChat
bepromotable:	A9: i've just begun using www.unilyser.com to track metrics for all of my combined sites. doing along w/my own dashboard #smallbizchat
Emily30075:	RT @simbeckhampson: It is not slickness, polish, uniqueness, or cleverness that makes a brand a brand. It is truth. ~H Beckwith < Start there! #SmallBizChat
TaiGoodwin:	RT @TRethore: @smallbizlady A9: haven't found CRMs that really understand small + professional srvc firms & keep it simple. #SmallBizChat
smallbizlady:	RT @TRethore: @smallbizlady A9: haven't found CRMs that really understand small + professional srvc firms and keep it simple. #SmallBizChat
simbeckhampson:	@denissemarie16 Do you have a good plugin suggestion? #SmallBizChat
TRethore:	@yourjobmyoffice RE: transcript - where do we find it? #SmallBizChat
bepromotable:	RT @simbeckhampson: It is not slickness, polish, uniqueness, or cleverness that makes a brand a brand. It is truth.~H Beckwith #smallbizchat
TaiGoodwin:	RT @simbeckhampson: It is not slickness, polish, uniqueness, or cleverness that makes a brand a brand. It is truth. H Beckwith #SmallBizChat
hyermish:	@TRethore Look at Highrise, it is good because it stays simple. Perhaps too simple. #SmallBizChat

BrandDynamite:	RT @simbeckhampson: It is not slickness, polish, uniqueness, cleverness that makes a brand a brand. It is truth. ~H Beckwith #smallbizchat
bepromotable:	RT @hyermish: @TRethore Look at Highrise, it is good because it stays simple. Perhaps too simple. #smallbizchat
gnosisarts:	Problem with socmed giveaways: they tend 2b gmmicky. & U have 2 keep doing them Build value is what I say #smallbizchat
butterflylost:	RT @smallbizlady: Right NOW on #SmallBizChat 8p ET @hyermish on Social customer relationship mgmt software http://is.gd/kwZZF
TaiGoodwin:	RT @hyermish: @TRethore Look at Highrise, it is good because it stays simple. Perhaps too simple. #SmallBizChat
denissemarie16:	@simbeckhampson bbpress integration #SmallBizChat
LindaSherman:	@denissemarie16 #Wordpress is best platform for biz website for a variety of reasons. #SmallBizChat
twowomenandahoe:	@hyermish Highrise is very easy for new beginners. #SmallBizChat
yourjobmyoffice:	follow @smallbizchat and look 4 link in ur stream later.RT @TRethore: @yourjobmyoffice RE: transcript - where do we find it? #smallbizchat
smallbizlady:	Q10: IF A BUSINESS DOESN'T HAVE ANY ?LISTENING DEVICES? SETUP, WHERE SHOULD ONE START? #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q10: IF A BUSINESS DOESN'T HAVE ANY ?LISTENING DEVICES? SETUP, WHERE SHOULD ONE START? #SmallBizChat
smallbizlady:	A blog post with a more detailed Q & A with our guest comes out on Thursdays on @Smallbizlady's blog: http://bit.ly/3x5Gm2 #SmallBizChat
yourjobmyoffice:	@TRethore also... @smallbizlady posts this entire interview on her blog tomorrow morning. http://becomeyourownboss.com/ #smallbizchat
doggdaze:	RT @hyermish: @TRethore Look at Highrise, it is good because it stays simple. Perhaps too simple. #SmallBizChat
BrandDynamite:	2 many to list. RT @LindaSherman: @denissemarie16 #Wordpress is best platform for biz website for a variety of reasons. #smallbizchat
hyermish:	A10: Start with Google Alerts for your name, brand, product, keywords, competitors, etc. - great information. #SmallBizChat
bepromotable:	RT @smallbizlady: Q10: IF A BUSINESS DOESN'T HAVE ANY ?LISTENING DEVICES? SETUP, WHERE SHOULD ONE START? #smallbizchat
pabloferre:	RT @simbeckhampson: It is not slickness, polish, uniqueness, or cleverness that makes a brand a brand. It is truth. ~H Beckwith < Start there! #SmallBizChat
smallbizlady:	If you have some expertise to share here?s how to be a guest on #Smallbizchat http://bit.ly/4r5KEZ #SmallBizChat
denissemarie16:	@LindaSherman Totally agree with you! #SmallBizChat
hyermish:	A10b: Rather than getting email messages, I prefer alerts as RSS feeds & subscribe in my newsreader. #SmallBizChat
smallbizlady:	Post: @Smallbizlady's 7-Step Course Correction in Your Small Business http://bit.ly/cGhY2b #SmallBizChat

hyermish:	A10c: Google Alerts aren't quite real-time data, but it is pretty close and you cannot beat the price. (Free) #SmallBizChat
TRethore:	@yourjobmyoffice Thanks! #SmallBizChat
WhereitBlooms:	RT @hyermish: A10: Start with Google Alerts for your name, brand, product, keywords, competitors, etc. - great information. #SmallBizChat
hyermish:	A10d: Just in case you need a Google Alerts link: http://www.google.com/alerts #SmallBizChat
BrandDynamite:	Thnx. RT @smallbizlady: If you have some expertise to share here?s how to be a guest on #Smallbizchat http://bit.ly/4r5KEZ #smallbizchat
doggdaze:	RT @smallbizlady: Q10: IF A BUSINESS DOESN'T HAVE ANY ?LISTENING DEVICES? SETUP, WHERE SHOULD ONE START? #SmallBizChat
denissemarie16:	RT @hyermish: A10: Start with Google Alerts for your name, brand, product, keywords, competitors, etc. - great information. #SmallBizChat
twowomenandahoe:	RT @hyermish: A10c: Google Alerts aren't quite real-time data, but it is pretty close and you cannot beat the price. (Free) #SmallBizChat
TaiGoodwin:	RT @WhereitBlooms: RT @hyermish: A10: Start with Google Alerts for your name, brand, product, keywords, competitors, etc. #SmallBizChat
smallbizlady:	@wordyless I use caps so that the chat questions stand out. #SmallBizChat
simbeckhampson:	@denissemarie16 Thank you, will explore it tomorrow. #SmallBizChat
butterflylost:	@CarriePink RT @SmallBizLady: My latest blog post ---> How to Write an Executive Summary http://ow.ly/3BBUo #SmallBizChat
smallbizlady:	Q11: ARE THERE TOOLS THAT WILL WORK WITH MY EMAIL CORRESPONDENCE? #SmallBizChat
TaiGoodwin:	RT @hyermish: A10b: Rather than getting email messages, I prefer alerts as RSS feeds & subscribe in my newsreader. #SmallBizChat
bepromotable:	A10: start by creating a list of concrete, measurable indicators that are important to your biz/industry #smallbizchat
LindaSherman:	@branddynamite Yes - Certainly too many advantages of #wordpress over other website platforms to list on twitter. #SmallBizChat
WhereitBlooms:	RT @TaiGoodwin: RT @WhereitBlooms: RT @hyermish: A10: Start with Google Alerts for your name, brand, product, keywords, competitors, etc. #SmallBizChat
yourjobmyoffice:	@TRethore happy to help and now following, too. :-) #smallbizchat
_social_club_:	Tai Goodwin: RT @smallbizlady: Q9: WHAT PROBLEMS DO YOU SEE WITH CURRENT SOCIAL CRM TOOLS? #SmallBizChat: http://bit.ly/e9mjZ5
hyermish:	A11: Personally I use a tool called Rapportive ? http://rapportive.com/ ? with my Google Apps email account. #SmallBizChat
gnosisarts:	I started w/ SocialMention.Com. Still find it useful. re: Q9 #smallbizchat

denissemarie16:	RT @doggdaze: RT @smallbizlady: Q10: IF A BUSINESS DOESN'T HAVE ANY ?LISTENING DEVICES? SETUP, WHERE SHOULD ONE START? #SmallBizChat
doggdaze:	RT @hyermish: Just in case you need a Google Alerts link: http://www.google.com/alerts #SmallBizChat
hyermish:	A11b: Rapportive plugs into Gmail/Google Apps and shows related social profiles/activity for people that send you email. #SmallBizChat
ttsw09:	RT @SmallBizLady: If you have some expertise to share here's how to be a guest on #Smallbizchat http://bit.ly/4r5KEZ #SmallBizChat
hyermish:	A11c: It allows me to connect with my customers/partners/vendors on Twitter, Facebook, LinkedIn, or YouTube. #SmallBizChat
TaiGoodwin:	RT @gnosisarts: I started w/ SocialMention.Com. Still find it useful. re: Q9 #smallbizchat #SmallBizChat
hyermish:	A11d: Before inviting them to connect, Rapportive shows their social network profiles to see if it makes sense to connect. #SmallBizChat
hyermish:	A11e: It is a lightweight approach to Social CRM that you can do without any thought or planning. #SmallBizChat
bepromotable:	A10a: i'll go back to looking at trending tools like i mentioned in A9 - http://unilyzer.com/ (linked it this time) ;) #smallbizchat
TaiGoodwin:	RT @hyermish: A11: Personally I use a tool called Rapportive ? http://rapportive.com/ ? with my Google Apps email account. #SmallBizChat
hyermish:	A11f: If you are an Outlook person, Xobni ? http://www.xobni.com/ ? shows you related social profiles, email activity, etc. #SmallBizChat
doggdaze:	RT @hyermish: A11: Personally I use a tool called Rapportive ? http://rapportive.com/ ? with my Google Apps email account. #SmallBizChat
denissemarie16:	@simbeckhampson Your welcome! #SmallBizChat
TaiGoodwin:	RT @hyermish: A11d: Rapportive shows their social network profiles to see if it makes sense to connect. - Like caller ID #SmallBizChat
smallbizlady:	RT @hyermish: A11: Personally I use a tool called Rapportive ? http://rapportive.com/ ? with my Google Apps email account. #SmallBizChat
bepromotable:	RT @twowomenandahoe: RT @hyermish: A10c: Google Alerts arent quite real-time data, but pretty close and you cannot beat FREE #smallbizchat
TRehore:	@hyermish Re: A11d. I use same approach b/4 confirming contacts on LI. Quality not quantity of connections. #SmallBizChat
TaiGoodwin:	RT @hyermish: A11f: If you are an Outlook person, Xobni ? http://www.xobni.com/ ? shows social profiles, email activity, etc. #SmallBizChat
WhereitBlooms:	Thanks! Great info tonight. I picked up good tips and resources for my clients. #SmallBizChat
denissemarie16:	#smallbizchat I can't live without Outlook so will be checking out Xobni ? http://www.xobni.com/

smallbizlady:	RT @hyermish A11d Before connecting, Rapportive shows their social network profiles to see if it makes sense to connect #SmallBizChat
bepromotable:	RT @TaiGoodwin: RT @hyermish: A11f: If you are an Outlook person, Xobni ? http://www.xobni.com/ ? shows social profiles, ... #smallbizchat
gnosisarts:	An alpha version of a social listening tool we created http://gnos.tk/sociallistening #smallbizchat
TaiGoodwin:	RT @WhereitBlooms: Thanks! Great info tonight. I picked up good tips and resources for my clients. #SmallBizChat
smallbizlady:	Q12: WHICH DASHBOARD TOOLS DO YOU USE? #SmallBizChat
simbeckhampson:	Transparency is good. Our default behaviour is to share. Paranoia kills convo's. Lack of convo's kills companies. ~ @jaycross #SmallBizChat
CathyWebSavvyPR:	Sorry - computer operator #fail - 2 many Firefox windows open on older computer = I just unfroze computer #SmallBizChat
JanieC:	RT @LindaSherman: How to Get Local PR for Small Business video interview w @PRSarahEvans http://bit.ly/localPR #smallbizchat
hyermish:	@TRethore People sometimes get to obsessed with the number of fans/followers. Someone will always have more. #SmallBizChat
TRethore:	@TaiGoodwin How do Xobni and CRM work 2gether (or did I miss that string)? I like Outlk connectn. #SmallBizChat
TaiGoodwin:	RT @gnosisarts: An alpha version of a social listening tool we created http://gnos.tk/sociallistening #SmallBizChat
bepromotable:	@CathyWebSavvyPR glad you are here. sorry your computer needed chicken soup :(#smallbizchat
smallbizlady:	A12 I love me some @hootsuite for a dashboard #SmallBizChat
twowomenandahoe:	I never sign off without learning something new here! Thanks! #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Q12: WHICH DASHBOARD TOOLS DO YOU USE? #SmallBizChat
gnosisarts:	Xobni ius cool but it clutters the windows and Outlook is already kind of cluttered #smallbizchat
CathyWebSavvyPR:	I wish Googel Apps would come up with a simple SM CRM (no so complicated as google buzz) #SmallBizChat
TaiGoodwin:	RT @twowomenandahoe: I never sign off without learning something new here! Thanks! #SmallBizChat
hyermish:	@gnosisarts Hook me up, I'd love to try the social listening tool. #SmallBizChat
bepromotable:	good pt RT @hyermish: @TRethore People sometimes get to obsessed w/number of fans/followers. Someone will always have more. #smallbizchat
Inquire_98:	RT @smallbizlady: A12 I love me some @hootsuite for a dashboard #SmallBizChat
denissemarie16:	RT @hyermish: @TRethore People sometimes get to obsessed with the number of fans/followers. Someone will always have more. #SmallBizChat
hyermish:	A12: I'm a fan of Hootsuite ? http://www.hootsuite.com/ but I've tried others that are similar in features and pricing. #SmallBizChat

CathyWebSavvyPR:	RT @hyermish: A11d Before inviting them to connect, Rapportive shows social network profiles 2 see if it makes sense 2 connect #SmallBizChat
TaiGoodwin:	RT @CathyWebSavvyPR: I wish Googel Apps would come up with a simple SM CRM (no so complicated as google buzz) #SmallBizChat
smallbizlady:	RT @CathyWebSavvyPR: I wish Googel Apps would come up with a simple SM CRM (no so complicated as google buzz) #SmallBizChat
hyermish:	A12b: MarketMeSuite ? http://4hy.me/marketme ? looks very interesting as a paid service which I've just started using. #SmallBizChat
bepromotable:	true, true! RT @smallbizlady: A12 I love me some @hootsuite for a dashboard #smallbizchat
KRCraft:	@CathyWebSavvyPR Hey Cathy. You can try some apps that integrate w/ Google. Solve360 is pretty good. As is MyERP. #SmallBizChat
hyermish:	A12c: If you are a solopreneur, you can use Tweetdeck ? http://www.tweetdeck.com/ ? for monitoring Twitter and Facebook. #SmallBizChat
Futuresoptions:	Great stuff... how often is this held? #smallbizchat
simbeckhampson:	Socialcast offers many opportunities for internal and external conversations... #recommended #SmallBizChat
doggdaze:	RT @hyermish: A11f: For Outlook people- Xobni ? http://www.xobni.com/ ? shows you related social profiles, email activity, etc #SmallBizChat
morgetz:	RT @smallbizlady: RT @CathyWebSavvyPR: I wish Googel Apps would come up with a simple SM CRM (no so complicated as google buzz) #SmallBizChat
TaiGoodwin:	RT @TRethore: @TaiGoodwin How do Xobni and CRM work 2gether (or did I miss that string)? I like Outlk connectn. #SmallBizChat
mjcarter:	A10: Starting point for listening devices for small business: Google Alerts #SmallBizChat
CathyWebSavvyPR:	RT @hyermish: A11b: Rapportive plugs into Gmail/Google Apps, shows social prfiles/activity 4 pple that U email [I'll ck it out] #SmallBizChat
denissemarie16:	#smallbizchat Love, prefer and always recommend #hootsuite to clients #SmallBizChat
TRethore:	@hyermish Re: fan number obsession: and 2 what end?! Most likely mge them badly - pissing off customers never a gd plan #SmallBizChat
smallbizlady:	@CathyWebSavvyPR I think that't why google buzz didn't work, when you make things too complicated ppl will not use it #SmallBizChat
yourjobmyoffice:	Weekly. Weds. 8-9 pm ET RT @Futuresoptions: Great stuff... how often is this held? #smallbizchat
gnosisarts:	Yea. You realy can't beat Google Alerts #smallbizchat
CathyWebSavvyPR:	RT @smallbizlady: I think that't why google buzz didn't work, when you make things too complicated ppl won't use it [Agreed] #SmallBizChat
TaiGoodwin:	RT @Futuresoptions: Great stuff... how often is this held? Every Wednesday! #SmallBizChat

doggdaze:	I've chosen #hootsuite as a dashboard service after using #tweetdeck for a long while. #Hootsuite seems to offer more. #SmallBizChat
bepromotable:	RT @smallbizlady @CathyWebSavvyPR I think that y google buzz didnt work.when u make things too complicated ppl will not use it #smallbizchat
smallbizlady:	RT @hyermish A12b MarketMeSuite http://4hy.me/marketme looks very interesting as a paid service which I've just started using. #SmallBizChat
simbeckhampson:	@CathyWebSavvyPR I find Google Buzz quite simple. #SmallBizChat
TRethore:	@hyermish RE; Twitter/FB - I have very diff profiles on these w/ v. diff approaches. I'm my brand so prefer keep it clean. #SmallBizChat
smallbizlady:	Thanks to our guest, @hyermish for the low down on Social customer relationship mgmt software www.howardyeremish.com #SmallBizChat
CathyWebSavvyPR:	looks like @hyermish: says Rapportive integrates w Googleapps/gmail cc: @morgetz @smallbizlady @TaiGoodwin #SmallBizChat
bepromotable:	RT @smallbizlady: Thx to guest, @hyermish for the low down on Social customer relationship mgmt software www.howardyeremish.com #smallbizchat
smallbizlady:	Next week on #Smallbizchat 1/19 Hugh Mcfarlane @funnelguy developing a sales funnel that pays the bills. #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Thnks guest, @hyermish for the low down on Social customer relationship mgmt software www.howardyeremish.com #SmallBizChat
gnosisarts:	Oh yeah. @MarketMeSuite rocks the cabasa for a number of reasons #smallbizchat
smallbizlady:	Roll call, who?s on @Smallbizchat tonight? Give me your best 140-character commercial. #SmallBizChat
denissemarie16:	RT @smallbizlady: Next week on #Smallbizchat 1/19 Hugh Mcfarlane @funnelguy developing a sales funnel that pays the bills. #SmallBizChat
CathyWebSavvyPR:	RT @bepromotable: @CathyWebSavvyPR glad you are here. sorry your computer needed chicken soup :([LOL] #SmallBizChat
smallbizlady:	Get a free chapter of @SmallBizlady's new book: Become Your Own Boss in 12 Months http://bit.ly/asEger #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Next week on #Smallbizchat 1/19 Hugh Mcfarlane @funnelguy developing a sales funnel that pays the bills. #SmallBizChat
doggdaze:	RT @denissemarie16: Love, prefer and always recommend #hootsuite to clients #SmallBizChat
TRethore:	Yes, Tx! RT @smallbizlady @hyermish for the low down on Social CRM software #SmallBizChat
bepromotable:	Cool RT @smallbizlady: Next week on #Smallbizchat 1/19 Hugh Mcfarlane @funnelguy developing a sales funnel that pays the bills #smallbizchat
smallbizlady:	If you found this interview helpful, join us on Wednesdays 8-9p ET follow @SmallBizChat on Twitter for info. #SmallBizChat
CathyWebSavvyPR:	@bepromotable I'll make sure m computer gets your get well wishes! #SmallBizChat

denissemarie16:	#smallbizchat Thank you @hyermish #SmallBizChat
CathyWebSavvyP R:	RT @smallbizlady: Next week on #Smallbizchat 1/19 Hugh Mcfarlane @funnelguy developing a sales funnel that pays the bills #SmallBizChat
smallbizlady:	Thank you to @TaiGoodwin our co-host and online business manager pal. #SmallBizChat
Lacewigdesigner:	@KRCraft thanks a lot I am overwhelmed with #SmallBizChat tons of useful info just have no clue where to start
smallbizlady:	Thank you to virtual assistant Sonia @YourJobMyOffice, she'll get a link to the transcript out Thurs am on @SmallBizChat #SmallBizChat
bepromotable:	@CathyWebSavvyPR ha ha - yes! i had to give it a bit of soup the other night, but all is well :) #smallbizchat
gnosisarts:	Yes. Appreciate ur insght, @hyermish #smallbizchat
TaiGoodwin:	RT @smallbizlady: Thank you to @TaiGoodwin our co-host and online business manager pal. #SmallBizChat
bepromotable:	Gr8 partner to have! RT @smallbizlady: Thank you to @TaiGoodwin our co-host and online business manager pal. #smallbizchat
TRethore:	@smallbizlady @taigoodwin: thanks for hosting. Lk forward to transcript - must digest this info more carefully! #SmallBizChat
CathyWebSavvyP R:	@simbeckhampson - my biggest problem was it did not work with google apps originally only gmail #SmallBizChat
bepromotable:	RT @smallbizlady: Get a free chapter of @SmallBizladys new book: Become Your Own Boss in 12 Months http://bit.ly/asEgeR #smallbizchat
denissemarie16:	@smallbizlady Great #smallbizchat @denissemarie virtual marketing coordinator for small businesses!
maslipka:	@Futuresoptions We're a boutique commodity firm leveraging social media! #smallbizchat Thank you!
Futuresoptions:	@Futuresoptions We're a boutique commodity firm leveraging social media! #smallbizchat Thank you!
simbeckhampson:	Enjoyed the chat on #SmallBizChat this evening, thanks everyone. http://simbeckhampson.com/
gnosisarts:	@Lacewigdesigner How do you eat an elephant? One bite at a time re: no idea where to start #smallbizchat
doggdaze:	MarketMeSuite ? http://4hy.me/marketme ? looks very interesting as a paid service which I've just started using. #SmallBizChat
hyermish:	I've had a great time tonight and I'm sticking around to @hyermish me any questions, or visit me at http://howardyermish.com/ #SmallBizChat
bepromotable:	i'm tanya - the no guesswork personal brand marketing coach for solopreneurs - quick 140! http://about.me/tanyasmith #smallbizchat
TaiGoodwin:	For practical social media that makes sense and money visit www.TaiGoodwin.com #SmallBizChat
BrandProtectors:	RT @bepromotable: i'm tanya - the no guesswork personal brand marketing coach for solopreneurs - quick 140! http://about.me/tanyasmith #smallbizchat
smallbizlady:	The mission of #Smallbizchat is to end small business failure by helping you succeed as your own boss. #SmallBizChat
TRethore:	Mgmnt consultant. expert helping business execute #strategy better. #leadership #SmallBizChat

hyermish:	@CathyWebSavvyPR Yes, Rapportive works with Google Apps & Gmail. I've even got it running in Mailplane for Mac! #SmallBizChat
BrandProtectors:	RT @hyermish: I've had a great time tonight and I'm sticking around to @hyermish me any questions, or visit me at http://howardhyermish.com/ #SmallBizChat
CathyWebSavvyPR:	I will catch up with the transcript tomorrow & the blog posts with our guest on @smallbizlady's blog Thurs am #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Thank you to virtual assistant Sonia @YourJobMyOffice, she'll get a link to the transcript out Thurs am #SmallBizChat
BrandProtectors:	RT @bepromotable: RT @smallbizlady: Get a free chapter of @SmallBizladys new book: Become Your Own Boss in 12 Months http://bit.ly/asEgeR #smallbizchat
vasimpleservice:	RT @SmallBizLady: The mission of #Smallbizchat is to end small business failure by helping you succeed as your own boss. #SmallBizChat
smallbizlady:	Next week on #smallbizchat 1/19 Developing a sales funnel that pays the bills with Hugh Mcfarlane @funnelguy #SmallBizChat
doggdaze:	@smallbizlady I definitely will be checking out the transcript. Lots of good info and links to look up #SmallBizChat
denissemarie16:	#smallbizchat Enjoyed tonight's chat. Looking forward to next week as always!
maslipka:	Hi, I'm M.A. #socialmedia consultant. #smallbizchat Great info!
TRethore:	More info, see: www.MBeaconEnterprises.com #SmallBizChat
TaiGoodwin:	RT @TRethore: Mgmt consultant. expert helping business execute #strategy better. #SmallBizChat
CathyWebSavvyPR:	@hyermish thanks - I had just tweeted my question & you tweeted the answer B4 U even saw it! #goodtiming #SmallBizChat
smallbizlady:	Save \$100 on Melinda Emerson mastermind group starting 1/20 Use code MM111TW http://bit.ly/f3oA2l Hurry, Offer ends Fri #SmallBizChat
TaiGoodwin:	RT @doggdaze: @smallbizlady I definitely will be checking out the transcript. Lots of good info and links to look up #SmallBizChat
CathyWebSavvyPR:	@hyermish is Rapportive free, paid or a mix of freemium/premium #SmallBizChat
yourjobmyoffice:	#pitch Sonia, office ace for hire. Exec virtual office assistant + non-traditional college student. VA to #smallbizchat
TaiGoodwin:	@denissemarie16 Thanks for participating! #SmallBizChat
TaiGoodwin:	@doggdaze Thanks for participating! #SmallBizChat
doggdaze:	For all your small business branding, web and graphic design needs contact us http://yourvisionyourimage.com/ #SmallBizChat
yourjobmyoffice:	RT @smallbizlady: Save \$100 - Emerson mastermind group starting 1/20 Use code MM111TW http://bit.ly/f3oA2l Offer ends Fri #smallbizchat

denissemarie16:	@TaiGoodwin Thank you! #SmallBizChat
TaiGoodwin:	@BrandProtectors Thanks for participating! #SmallBizChat
bepromotable:	RT @doggdaze: For all your small business branding, web and graphic design needs contact us http://yourvisionyourimage.com/ #smallbizchat
TaiGoodwin:	@TRethore Thanks for participating! #SmallBizChat
CathyWebSavvyPR:	20 year PR pro using trad'l & social media/blog marketing 4 help small biz achieve their goals #SmallBizChat
TaiGoodwin:	For practical marketing that makes sense and money visit http://www.taigoodwin.com/ #SmallBizChat
yourjobmyoffice:	RT @CathyWebSavvyPR: 20 year PR pro using tradl & social media/blog marketing 4 help small biz achieve their goals #smallbizchat
CathyWebSavvyPR:	@hyermish My initial hesitation w google buzz was I don't want everyone to know everything - guess I'm being silly?? #SmallBizChat
TaiGoodwin:	RT @smallbizlady: Next week on #smallbizchat 1/19 Developing a sales funnel that pays the bills with Hugh Mcfarlane @funnelguy #SmallBizChat
bepromotable:	RT @TaiGoodwin: For practical marketing that makes sense and money visit http://www.taigoodwin.com/ #smallbizchat
TaiGoodwin:	@simbeckhampson Thanks for participating! #SmallBizChat
lakeshawomack:	RT @doggdaze: For all your small business branding, web and graphic design needs contact us http://yourvisionyourimage.com/ #SmallBizChat
bepromotable:	RT @CathyWebSavvyPR: 20 year PR pro using tradl & social media/blog marketing 4 help small biz achieve their goals #smallbizchat