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(4th Edition) By Jose Campos**

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Voice of the customer (VOC) is a term used in business and Information Technology (through ITIL, for example) to describe the in-depth process of capturing a customer

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Jos Campos is the author of The Voice of the Customer in Product Development (4.00 avg rating, 1 rating, 0 reviews, published 2011), Jos Campos s Followers.

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## **Jos campos (author of flexible project management**

Jos Campos is the author of Flexible Project Management for Product Development, 4th Edition (4.00 avg rating, Goodreads Voice; Ebooks; Fun Trivia; Jos Campos

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Voice of the customer VOC is the perception of a customers needs and wants To determine the voice of the customer an organization typically analyzes dat

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