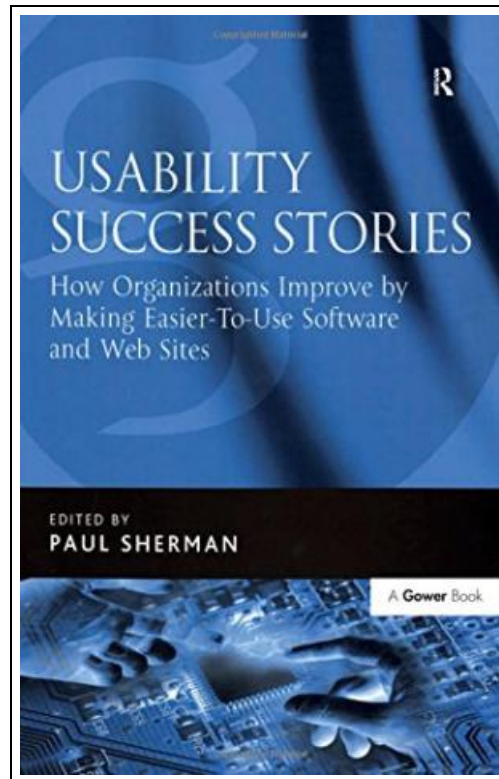# Usability Success Stories: How Organizations Improve By Making Easier-To-Use Software and Web Sites (Hardback)

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