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Electronic Servicing and Repairs 2000 throughout the book

theoretical foundations necessary for understanding electronic commerce ec are presented ranging from consumer behavior to the economic theory of competition furthermore this book presents the most current topics relating to ec as described by a diversified team of experts in a variety of fields including a senior vice president of an e commerce related company the authors provide website resources numerous exercises and extensive references to supplement the theoretical presentations at the end of each chapter a list of online resources with links to the websites is also provided additionally extensive vivid examples from large corporations small businesses from different industries and services governments and nonprofit agencies from all over the world make concepts come alive in electronic commerce these examples which were collected by both academicians and practitioners show the reader the capabilities of ec its cost and justification and the innovative ways corporations are using ec in their operations in this edition previous editions published by pearson prentice hall the authors bring forth the latest trends in e commerce including social businesses social networking social collaboration innovations and mobility

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service provisioning and more the book includes a handpicked selection of applications and case studies as well as a treatment of emerging technologies the authors predict could have a significant impact on network and service management in the future statistical analysis and data mining are also discussed particularly with respect to how they allow for an improvement of the management and security of it systems and networks readers will also enjoy topics like a thorough introduction to network and service management machine learning and artificial intelligence an exploration of artificial intelligence and machine learning for management models including autonomic management policy based management intent based management and network virtualization based management discussions of ai and ml for architectures and frameworks including cloud systems software defined networks 5g and 6g networks and edge fog networks an examination of ai and ml for service management including the automatic generation of workload profiles using unsupervised learning perfect for information and communications technology educators communication networks and service management in the era of artificial intelligence and machine learning will also earn a place in the libraries of engineers and professionals who seek a

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excellent experience for customers that increases customer loyalty and profitability driving down the cost of customer service support interactions while increasing revenue through sales interactions moving quickly toward the goal of digital transformation we have discovered in our research and our first hand experience that when companies commit to achieving true digital customer service they can make significant progress toward all three of these goals at once digital customer service provides the roadmap for how your company can get there and when you do who wins everyone

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