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Customer Service Management in Africa Robert Hinson, Ogechi Adeola, Terri Lituchy, Abednego Amartey, 2020-05-07
Customer Service Management in Africa A Strategic and Operational Perspective 978 0 367 14337 4 K410515 Customer Service is Changing The message of 34 authors featured in Customer Service Management in Africa A Strategic and Operational Perspective is clear Today s consumers are no longer passive audiences but active players that engage with businesses at each stage of product or service design and delivery systems Consumer demands and expectations are also increasingly being dictated by changing personal preferences enhanced access to information and expanding digital reality The customer service principles strategic and operational advocated by these authors are universal but particularly compelling as they apply to Africa s unique and dynamic operating environment In recognition of the importance of excellent customer service this comprehensive and well timed book provides an essential guide on the increasing role of the customer to business success This book discusses the management and delivery of customer service under seven broad themes Customer Service as Shared Value Customer Service Strategy Customer Service Systems Customer Service Style Customer Service Culture Customer Service Skills and Customer Experience Advancing Customer Service in Africa Central questions posed and addressed include What is the new definition of customer service management How should organisations position themselves to create value for customers and stakeholders How should employees project themselves to align with customer service promises made by their organisations Overall this book provides strategic and operational insights into effective customer service management in Africa The customer service management concepts roles and practices outlined particularly as they apply to the African context make it an important addition to scholars or practitioners reference works

Electronic Commerce Efraim Turban, David King, Jae Kyu Lee, Ting-Peng Liang, Deborrah C. Turban, 2015-01-29
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

Managing and Using Information Systems Keri E.

Pearlson, Carol S. Saunders, Dennis F. Galletta, 2019-11-13 *Managing Using Information Systems A Strategic Approach* provides a solid knowledgebase of basic concepts to help readers become informed competent participants in Information Systems IS decisions Written for MBA students and general business managers alike the text explains the fundamental principles and practices required to use and manage information and illustrates how information systems can create or obstruct opportunities within various organizations This revised and updated seventh edition discusses the business and design processes relevant to IS and presents a basic framework to connect business strategy IS strategy and organizational strategy Readers are guided through each essential aspect of information Systems including information architecture and infrastructure IT security the business of Information Technology IS sourcing project management business analytics and relevant IS governance and ethical issues Detailed chapters contain mini cases full length case studies discussion topics review questions supplemental reading links and a set of managerial concerns related to the topic **Pedagogical**

Applications and Social Effects of Mobile Technology Integration Keengwe, Jared, 2013-02-28 With the rapid development of emerging technology tools the digital nature of learning environments continues to change traditional forms of education Therefore knowledge of these changes for incorporation into classroom instruction is necessary *Pedagogical Applications and Social Effects of Mobile Technology Integration* analyzes possible solutions over the concerns and issues surrounding mobile technology integration into the classroom This book is an essential resource for professionals researchers and technology leaders interested in providing a direction for the future of classroom technology **The Power Advantage** Dr. Joe Currier, 2018-03-05 *The POWER Advantage Passion Ownership Wellness Excellence Relationships In The POWER Advantage* Dr Joe Currier demonstrates that when leaders overturn stale outdated top down business management conventions and instead pursue four foundational values required of modern global organizations Passion Ownership Wellness Relationships they will succeed in building enthusiastic healthy and highly successful teams The inevitable outcome of implementing these key strategies is Excellence for the team members and for the organizations they represent Gathering the knowledge accumulated over forty five years of professional dedication as a psychologist management consultant and college faculty member Dr Currier invites readers to partake in honest self inventory examining their vulnerabilities and failures as well as their skills and strengths and then teaches them how to seek feedback from others in order to realize their optimal performance The author draws on long tested psychological understanding of individuals needs as well as from successful strategies implemented by industry leaders and he builds upon his own experiences as a Chief Learning Officer and from presenting workshops for organizations all over the world By helping leaders recognize the power they can gain by sharing the lessons learned from their personal and professional journeys truly listening to their team members and creating feedback rich fulfilling work environments *The Power Advantage* provides concrete methodologies for those wishing to maximize their team s potential and for anyone who wants to achieve his or her personal best **Advanced Methodologies**

and Technologies in Network Architecture, Mobile Computing, and Data Analytics Khosrow-Pour, D.B.A., Mehdi, 2018-10-19 From cloud computing to data analytics society stores vast supplies of information through wireless networks and mobile computing As organizations are becoming increasingly more wireless ensuring the security and seamless function of electronic gadgets while creating a strong network is imperative Advanced Methodologies and Technologies in Network Architecture Mobile Computing and Data Analytics highlights the challenges associated with creating a strong network architecture in a perpetually online society Readers will learn various methods in building a seamless mobile computing option and the most effective means of analyzing big data This book is an important resource for information technology professionals software developers data analysts graduate level students researchers computer engineers and IT specialists seeking modern information on emerging methods in data mining information technology and wireless networks

A New Economic Theory of Public Support for the Arts Arnaldo Barone, 2015-12-14 Should the arts receive public support Can the arts survive in a modern capitalist society Can economics shed light on the nature of public support and whether there is a rationale for public intervention This book undertakes to examine these questions as it explores the ways government and public resources are used to support the arts This book applies a Veblenian approach to understanding economic development to investigate public support for the arts in an effort to determine whether this approach can elucidate economic rationales for public support Divided into three parts the first provides basic information on public support for the arts by surveying support in the United States and Australia Part two includes a neoclassical overview of the topic while part three presents Veblen's ideas on economic development This book will be of interests to researchers concerned with cultural and institutional economics as well as political economy

Emerging Perspectives on the Mobile Content Evolution Aguado, Juan Miguel, 2015-09-21 In less than a decade mobile technology has revolutionized our cultures societies and economies by impacting both personal and professional aspects of human life Mobile technology has therefore become the fastest diffusing technology in history expanding and transforming existent possibilities by making technology accessible and ubiquitous Emerging Perspectives on the Mobile Content Evolution seeks a better understanding of the centrality of mobile content in the recent and coming evolution of both the ICT ecosystem and the media industry This publication appeals to a broad audience within the interdisciplinary field of media studies covering topic areas such as journalism marketing and advertising broadcasting information management media management media economics media and technology related public policies media sociology audience consumption studies and arts This publication presents a multi disciplinary discussion through a collection of academic chapters covering topics such as mobile communications and entrepreneurship reflection on wearables and innovation personal and mobile healthcare mobile journalism and innovation and behavioral targeting in the mobile ecosystem

Cloud Computing Applications for Quality Health Care Delivery Mourtzoglou, Anastasius, Kastania, Anastasia N., 2014-06-30 Software applications once held on local computers and servers

are beginning to shift to the public Internet sphere and private health information is no exception The likelihood of placing once restricted and private health records in the cloud is increasing Cloud Computing Applications for Quality Health Care Delivery focuses on cloud technologies that could affect quality in the healthcare field Leading experts in this area offer their knowledge and contribute to the demystification of healthcare in the Cloud This publication will prove to be a useful tool for undergraduate and graduate students of healthcare quality and management healthcare managers and industry professionals

E-Retail Zero Friction In A Digital Universe Gregory Thain ,Alexandra Skey,2015-05-14 A review of E Retail and the changes the digital universe are making to our life industry retail possibilities A world where the barriers to buying selling and creating products online are gone for everyone Read the story of How It All Began The World is Flat Is the Big Box Really Dead The Entrepreneurial Revival Customers Wear the Crown The Global Consumer and much more Keywords E Retail Digital Wal Mart Internet individual

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