Social CRM Email Social Media E Web 20 Creare Nuove Relazioni Con I Clienti Web Marketing 20

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Digital Marketing Excellence - Dave Chaffey
2022-07-22

Now in its sixth edition, the hugely popular Digital Marketing Excellence is a practical guide

to creating and executing integrated digital marketing plans, combining established approaches to marketing planning with the creative use of new digital models and digital tools. Written by two highly experienced digital marketing consultants, the book shows you how to: Draw up an outline integrated digital marketing plan Evaluate and apply digital marketing principles and models Integrate online and offline communications Implement customer-driven digital marketing as part of digital transformation Reduce costly trial and error Measure and enhance your digital marketing Learn best practices for reaching and engaging your audiences using the key digital marketing platforms. This new edition has been streamlined to seamlessly integrate the latest developments in digital analytics, ethics and privacy, Predictive Analytics, Machine Learning and Artificial Intelligence. Including new international case studies and up-to-date examples throughout, this book cuts through the jargon to show marketers how to leverage data and digital technologies to their advantage. Offering a highly structured and accessible guide to a critical and far-reaching subject, Digital Marketing Excellence, 6th edition, provides a vital reference point for all digital marketing students, and managers involved in digital marketing strategy and implementation. Online resources have been fully updated for the new edition and include a new set of PowerPoint slides and a full test bank of questions and exercises.

Techno-Social Systems for Modern Economical and Governmental Infrastructures - Troussov, Alexander 2018-07-13
Applications have transformed the collaboration environment from a mere document collection into a highly interconnected social space. These systems interoperate within a social and organizational context that drives their everyday use and provides a rich context for understanding the role of nodes that represent

both people and abstract concepts. Techno-Social Systems for Modern Economical and Governmental Infrastructures provides emerging research exploring the theoretical and practical aspects of mining technological and social systems for the creation of scalable methods, systems, and applications within economic and government disciplines. Featuring coverage on a broad range of topics such as analysis models, data navigation, and empirical sociology, this book is ideally designed for professionals, researchers, executives, managers, and developers seeking current research on the interconnecting roles of technology and social space.

Fintech Dictionary - Rainer Alt 2022-03-25 Fintech Dictionary - What is a blockchain framework? What is crowdlending or an ICO? The Fintech Dictionary helps readers in clarifying key terms that have emerged in the vivid field of financial technology (fintech). It links keywords from banking and insurance, from information technology as well as from innovation management – similar to the „melting pot" of terms in reality. The collection of over 830 keywords presents the reader concise and up-to-date definitions of terms in an alphabetical order. It should serve students and interested parties from academia and practice alike.

Managing Public Relations and Brand Image through Social Media - Singh, Anurag 2016-05-16
Each consumer now has the power to be a journalist, reviewer, and whistle blower. The prevalence of social media has made it possible to alter a brand⬚s reputation with a single viral post, or spark a political movement with a hashtag. This new landscape requires a strategic plasticity and careful consideration of how the public will react to an organization⬚s actions. Participation in social media is mandatory for a brand⬚s success in this highly competitive online era. Managing Public Relations and Brand Image through Social Media provides the latest

research and theoretical framework necessary to find ease in the shifting public relations and reputation management worlds. It provides an overview of the tools and skills necessary to deftly sidestep public affronts and to effectively use online outlets to enhance an organization⬚s visibility and reputation. This publication targets policy makers, website developers, students and educators of public relations, PR and advertising professionals, and organizations who wish to better understand the effects of social media.

Social Commerce - Efraim Turban 2015-11-17 This is a multidisciplinary textbook on social commerce by leading authors of e-commerce and e-marketing textbooks, with contributions by several industry experts. It is effectively the first true textbook on this topic and can be used in one of the following ways: Textbook for a standalone elective course at the undergraduate or graduate levels (including MBA and executive MBA programs) Supplementary text in marketing, management or Information Systems disciplines Training courses in industry Support resources for researchers and practitioners in the fields of marketing, management and information management The book examines the latest trends in e-commerce, including social businesses, social networking, social collaboration, innovations and mobility. Individual chapters cover tools and platforms for social commerce; supporting theories and concepts; marketing communications; customer engagement and metrics; social shopping; social customer service and CRM contents; the social enterprise; innovative applications; strategy and performance management; and implementing social commerce systems. Each chapter also includes a real-world example as an opening case; application cases and examples; exhibits; a chapter summary; review questions and end-of-chapter exercises. The book also includes a glossary and key terms, as well as supplementary materials that include PowerPoint lecture notes, an Instructor's

Manual, a test bank and five online tutorials.

The Social Media Industries - Alan B. Albarran 2013-03-05
This volume examines how social media is evolving as an industry—it is an extension of traditional media industries, yet it is distinctly different in its nature and ability to build relationships among users. Examining social media in both descriptive and analytical ways, the chapters included herein present an overview of the social media industries, considering the history, development, and theoretical orientations used to understand social media. Covered are: Business models found among the social media industries and social media as a form of marketing. Social media as a form of entertainment content, both in terms of digital content, and as a tool in the production of news. Discussions of ethics and privacy as applied to the area of social media. An examination of audience uses of social media considering differences among Latinos, African-Americans, and people over the age of 35. Overall, the volume provides a timely and innovative look at the business aspects of social media, and it has much to offer scholars, researchers, and students in media and communication, as well as media practitioners.

Harnessing the Power of Social Media and Web Analytics - Ayanso, Anteneh 2014-02-28
Social media has opened several new marketing channels to assist in business visibility as well as provide real-time customer feedback. With the emergence of new internet technologies, businesses are increasingly recognizing the value of social media and web presence in the promotion of their products and services. Harnessing the Power of Social Media and Web Analytics documents high-quality research to empower businesses to derive intelligence from social media sites. These emerging technological tools have allowed businesses to quantify, understand, and respond to customers' conversations about their corporate reputation

and brands within online communities. This publication is ideal for academic and professional audiences interested in applications and practices of social media and web analytics in various industries.

Commercial Data Mining - David Nettleton 2014-01-29
Whether you are brand new to data mining or working on your tenth predictive analytics project, Commercial Data Mining will be there for you as an accessible reference outlining the entire process and related themes. In this book, you'll learn that your organization does not need a huge volume of data or a Fortune 500 budget to generate business using existing information assets. Expert author David Nettleton guides you through the process from beginning to end and covers everything from business objectives to data sources, and selection to analysis and predictive modeling. Commercial Data Mining includes case studies and practical examples from Nettleton's more than 20 years of commercial experience. Real-world cases covering customer loyalty, cross-selling, and audience prediction in industries including insurance, banking, and media illustrate the concepts and techniques explained throughout the book. Illustrates cost-benefit evaluation of potential projects Includes vendor-agnostic advice on what to look for in off-the-shelf solutions as well as tips on building your own data mining tools Approachable reference can be read from cover to cover by readers of all experience levels Includes practical examples and case studies as well as actionable business insights from author's own experience
Marketing Communications - PR Smith 2019-12-03
"The authors have the uncommon knack of taking the complex and explaining it in a clear, compelling way. I recommend it if you want to learn the principles of strategic communications and get structured suggestions to create better campaigns." Dave Chaffey, Co-founder and

Content Director, Smart Insights This book has the strongest focus of online and offline integration of any marketing communications textbook. A blended approach to marketing is in its DNA. Compared to the competition that too often uses a bolts-on approach to integration, this book is essential for giving students the precise skills employers will look for - to be able to implement genuinely integrated marketing campaigns. This new, seventh edition combines professional and academic expertise to ground big picture theory into real-world case studies, drawing from cutting-edge global companies like Snapchat and Spotify, that will teach students the why behind the how. With increased focus on social media and the latest digital technologies, this new edition will teach students: - How AI, the Internet of Things, Big Data, AR/VR and marketing automation can be used successfully in campaigns - The opportunity and risks of social media - How to navigate ethical and data management challenges - How to use the current preferred digital marketing tools and technology Covering the key themes of customer engagement, experience and journey, this book will allow students to become truly confident working in an environment of ongoing technological transformation.

Handbook of Strategic Enrollment Management - Don Hossler 2014-09-19 Improve student enrollment outcomes and meet institutional goalsthrough the effective management of student enrollments. Published with the American Association for CollegiateRegistrars and Admissions Officers (AACRAO), the Handbook ofStrategic Enrollment Management is the comprehensivetext on the policies, strategies, practices that shapepostsecondary enrollments. This volume combines relevant theoriesand research, with applied chapters on the management of officessuch as admissions, financial aid, and the registrar to provide acomprehensive guide to the complex world of Strategic

EnrollmentManagement (SEM). SEM focuses on achieving enrollment goals, andsustaining institutional revenue and serving the needs of students.It provides insights into the ways SEM is practiced acrossfour-year institutions, community colleges, and professionalschools. More than just an enhanced approach to admissions and financialaid, SEM examines the student's entire educational cycle. Fromentry through graduation, this volume helps SEM professionals andgraduate students interested in enrollment management to anticipatechange and balancing the goals of revenue, access, diversity, andprestige. The Handbook of Strategic EnrollmentManagement: Provides an overview of the thinking of leading practitionersthat comprise SEM organizations, including marketing, recruitment,and admissions; tuition pricing; financial aid; the registrar'srole, academic advising; and, retention Includes up-to-date research on current issues in SEM includingcollege choice, financial aid, student persistence, and theeffective use of technology Guides readers creating strategic enrollment organizations thatfit the unique history, culture, and policy context of yourcampus Strategic enrollment management has become one of the mostimportant administrative areas in postsecondary education, and itis being adopted in countries around the globe. The Handbook ofStrategic Enrollment Management is for anyone in enrollmentmanagement, admissions, financial aid, registration and records,orientation, marketing, and institutional research who wish toenhance the health and vitality of his or her institution. It isalso an excellent text for graduate programs in higher educationand student affairs.

Advanced Digital Marketing Strategies in a Data-Driven Era - Saura, Jose Ramon 2021-06-25
In the last decade, the use of data sciences in the digital marketing environment has increased. Digital marketing has transformed

how companies communicate with their customers around the world. The increase in the use of social networks and how users communicate with companies on the internet has given rise to new business models based on the bidirectionality of communication between companies and internet users. Digital marketing, new business models, data-driven approaches, online advertising campaigns, and other digital strategies have gathered user opinions and comments through this new online channel. In this way, companies are beginning to see the digital ecosystem as not only the present but also the future. However, despite these advances, relevant evidence on the measures to improve the management of data sciences in digital marketing remains scarce. Advanced Digital Marketing Strategies in a Data-Driven Era contains high-quality research that presents a holistic overview of the main applications of data sciences to digital marketing and generates insights related to the creation of innovative

data mining and knowledge discovery techniques applied to traditional and digital marketing strategies. The book analyzes how companies are adopting these new data-driven methods and how these strategies influence digital marketing. Discussing topics such as digital strategies, social media marketing, big data, marketing analytics, and data sciences, this book is essential for marketers, digital marketers, advertisers, brand managers, managers, executives, social media analysts, IT specialists, data scientists, students, researchers, and academicians in the field.

Supply Chain Management: Concepts, Methodologies, Tools, and Applications - Management Association, Information Resources 2012-12-31
In order to keep up with the constant changes in technology, business have adopted supply chain management to improve competitive strategies on a strategic and operational level. Supply Chain Management: Concepts, Methodologies,

Tools, and Applications is a reference collection which highlights the major concepts and issues in the application and advancement of supply chain management. Including research from leading scholars, this resource will be useful for academics, students, and practitioners interested in the continuous study of supply chain management and its influences.

The Small Business' Guide to Social CRM - Craig M. Jamieson 2014-10-01
If you want to effectively manage and build your customer base to drive your business forward, this book will provide you with the knowledge and strategies you need for success

Social CRM. Email, Social Media e Web 2.0. Creare nuove relazioni con i clienti - Marco Magnaghi 2014

Smart Business, Social Business - Michael Brito 2011-07-07
This book will help organizations evolve into a fully collaborative social business. It serves as a step by step playbook to achieve organizational change, process efficiencies and technology acumen: Proven solutions for the real people, process, and technology obstacles businesses face in using social media behind the firewall. How to have the successful internal conversations with stakeholders, partners and global teams that lead to successful external conversations with the social customer Strategies for improving organizational dynamics, collaboration, governance, training, engagement, policies, technology integration, workflows, social CRM, and metrics Many organizations today have already evolved into social brands. They may be active on Twitter and Facebook; they may have corporate blogs and communities and they are trying hard to engage effectively with the social customer. However, behind the firewall, chaos, anarchy, and conflict reign. In Smart Business, Social Business, leading enterprise social business consultant shows how to build an internal framework based

on change management that will lead to success with social media: one that will make external engagement more effective, meaningful, and sustainable. Michael Brito systematically identifies the internal culture, process and technology obstacles to long-term success with social media, and offer best practice solutions. He discusses a wide spectrum of issues, offering actionable intelligence and helping decision-makers build strategies and plans that deliver value. Topics addressed include change management, organizational models and dynamics, internal communications, collaboration, governance, metrics, training, employee activation, policies, technology integration, workflows, social CRM, and much more. Drawing on his own experience working for Silicon Valley companies, HP, Yahoo! and Intel, Brito presents dozens of examples and case studies. Using this book, companies can begin to transform their organizations from just a "social brand" to a fully collaborative and dynamic "social business."

Introduction to Electronic Commerce and Social Commerce - Efraim Turban 2017-04-23
This is a complete update of the best-selling undergraduate textbook on Electronic Commerce (EC). New to this 4th Edition is the addition of material on Social Commerce (two chapters); a new tutorial on the major EC support technologies, including cloud computing, RFID, and EDI; ten new learning outcomes; and video exercises added to most chapters. Wherever appropriate, material on Social Commerce has been added to existing chapters. Supplementary material includes an Instructor's Manual; Test Bank questions for each chapter; Powerpoint Lecture Notes; and a Companion Website that includes EC support technologies as well as online files. The book is organized into 12 chapters grouped into 6 parts. Part 1 is an Introduction to E-Commerce and E-Marketplaces. Part 2 focuses on EC Applications, while Part 3 looks at Emerging EC Platforms,

with two new chapters on Social Commerce and Enterprise Social Networks. Part 4 examines EC Support Services, and Part 5 looks at E-Commerce Strategy and Implementation. Part 6 is a collection of online tutorials on Launching Online Businesses and EC Projects, with tutorials focusing on e-CRM; EC Technology; Business Intelligence, including Data-, Text-, and Web Mining; E-Collaboration; and Competition in Cyberspace. the following="" tutorials="" are="" not="" related="" to="" any="" specific="" chapter.="" they="" cover="" the="" essentials="" ec="" technologies="" and="" provide="" a="" guide="" relevant="" resources.="" p

Paradigm shifts in Business Delivery Innovative Management Practices - St martin Institute of Business Management

Social CRM - Marco Magnaghi
2014-06-04T00:00:00+02:00
Social CRM nasce dalla consapevolezza che il Digital Marketing è una realtà consolidata in tutte le aziende, usato con efficacia per comunicare e ingaggiare le persone. L'opportunità si estende ora alla raccolta dei dati su persone, comportamenti e preferenze per gestire meglio il contatto individuale e trovare nuove forme di crescita per il business. Social CRM presenta un approccio strutturato per costruire un processo di contatto con le persone, raccolta e analisi dei dati, pianificazione e attivazione di un rapporto duraturo che tenda a migliorare la comunicazione, la soddisfazione, il Social Caring e la Loyalty. L'autore alterna concezioni teoriche e metodologiche a esempi concreti e subito replicabili per chi desidera utilizzare gli strumenti digitali in modo più evoluto.
Social CRM For Dummies - Kyle Lacy
2013-05-17
Discover great ways to engage your customers through the social web Social CRM is an evolving tool to help you engage your customers,

interact with them, and develop deeper relationships. This handy guide teaches you how to make the most of it, whether your business is a small shop or a large corporation. In a friendly, easy-to-understand style, it explains how you can create new marketing communications and develop smart, applicable content that produces results from your online community. You'll learn to use data to drive results, create social Key Performance Indicators for different business units, and a great deal more. Today's consumer uses technology to select relationships with companies; this book teaches business owners how to use social CRM to create relationships that customers want to maintain Explains how to integrate social media into your CRM mix Shows how to use data and information gathered through social sites Helps you develop social KPIs and create content that gets results from your online community Social CRM For Dummies helps businesses large and small use social media to develop and maintain productive customer relationships.

Strategic Data-Based Wisdom in the Big Data Era - Girard, John 2015-02-28
The ability to uncover, share, and utilize knowledge is one of the most vital components to the success of any organization. While new technologies and techniques of knowledge dissemination are promising, there is still a struggle to derive and circulate meaningful information from large data sets. Strategic Data-Based Wisdom in the Big Data Era combines the latest empirical research findings, best practices, and applicable theoretical frameworks surrounding data analytics and knowledge acquisition. Providing a multi-disciplinary perspective of the subject area, this book is an essential reference source for professionals and researchers working in the field of knowledge management who would like to improve their understanding of the strategic role of data-based wisdom in different types of work communities and environments.

The Definitive Guide to Social CRM - Barton J. Goldenberg 2015
Social CRM is already enabling innovative companies to engage customers through powerfully effective two-way dialogues, and to build customer-centric strategies that drive real value. In this book the field's leading expert offers a proven, four-step methodology for making Social CRM work in any organization: B2B, B2C, or B2B2C. Writing for both decision-makers and implementers, Barton Goldenberg shows how to integrate people, process and technology to optimize relationships with every customer, achieve seamless collaboration across customer-facing functions, and make the most of today's leading social platforms. Goldenberg shows how to: Systematically harvest information from Social Media conversations and communities: Facebook, Twitter, LinkedIn, Google+, and beyond Integrate this information into expanded customer profiles Use these profiles to personalize your customer service, marketing messages, and sales offers far more effectively Goldenberg assesses the changing impact of social media on customer relationships, identifies smarter ways to profitably integrate it throughout your business, guides you through Social CRM planning and implementation, and examines key challenges and opportunities in leveraging Social CRM after you've deployed it. You'll find practical advice on issues ranging from strategy to software selection, vendor negotiation to team development and day-to-day operations. Goldenberg concludes by previewing the future of Social CRM - and the fast-changing customer tomorrow's systems must serve.

Social Customer Relationship Management (Social-CRM) in the Era of Web 4.0 - Ammari, Nedra Bahri 2022-06-24
The advent of Web 2.0 has led to a rebalancing of power between the customer and the company through the consumer's voice about the brand and referral behavior via electronic

word of mouth. Customer opinions within the virtual brand communities can have a vast impact on a company's sales and image. It is crucial for companies to promote and use customer contributions in order to enhance their brand image, retain customers, and develop their marketing strategy. Social Customer Relationship Management (Social-CRM) in the Era of Web 4.0 provides relevant theoretical frameworks and the latest results of empirical research on the strategic role of marketing 2.0, digital customer experience, and social customer relationship management on social networks. Covering a range of topics such as disruptive marketing, artificial intelligence, and customer behavior, this reference work is ideal for marketers, IT practitioners, CRM specialists, industry professionals, researchers, scholars, practitioners, academicians, instructors, and students.

Handbook on Tourism and Social Media - Gursoy, Dogan 2022-02-11

This comprehensive Handbook offers an overview of current research on the use of social media within the tourism industry, investigating a range of social media practices and proposing strategies to address key challenges faced by tourist destinations and operators.

Customer Relationship Management - V. Kumar 2018-05-15

This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today. It helps readers obtain a comprehensive grasp of CRM strategy, concepts and tools and provides all the necessary steps in managing profitable customer relationships. Throughout, the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions. Exhaustive case studies, mini cases and real-world illustrations under the title "CRM at Work" all ensure that the material is both highly accessible and applicable, and help to address key managerial issues, stimulate

thinking, and encourage problem solving. The book is a comprehensive and up-to-date learning companion for advanced undergraduate students, master's degree students, and executives who want a detailed and conceptually sound insight into the field of CRM. The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM domain.

Public Affairs and Administration: Concepts, Methodologies, Tools, and Applications - Management Association, Information Resources 2015-05-31 Effective administration of government and governmental organizations is a crucial part of achieving success in those organizations. To develop and implement best practices, policymakers and leaders must first understand the fundamental tenants and recent advances in public administration. Public Affairs and Administration: Concepts, Methodologies, Tools, and Applications explores the concept of governmental management, public policy, and politics at all levels of organizational governance. With chapters on topics ranging from privacy and surveillance to the impact of new media on political participation, this multi-volume reference work is an important resource for policymakers, government officials, and academicians and students of political science.

Stakeholder Management and Social Responsibility - Ovidiu Nicolescu 2021-11-30 The main objective of this book is to provide an innovative set of concepts and tools regarding company management, internal and external stakeholders and social responsibilities, reflecting the necessities and opportunities generated by the digital transformation, the transition to a knowledge-based economy, and the COVID-19 crisis. The book, based on a holistic vision and contextual approach of business, contributes to the development of company management and stakeholder and

social responsibility theories and practices, being structured in 12 chapters. The original company management vision, approaches, and tools are based on three pillars: a new "manager–relevant stakeholder" rather than "manager–subordinate" managerial paradigm; a new type of company social responsibility rather than corporate social responsibility; and a new concept of company-relevant stakeholder rather than that of salient stakeholders. The book contains two innovative managerial mechanisms: the managerial synapse and company-relevant stakeholders-based management system able to help companies and stakeholders face successfully the challenges of digital transformation and the COVID-19 crisis and to generate greater organization functionality and performance. The book will be of interest to company managers and management specialists, management academics, consultants and researchers, and MBA students interested in a style of management with social responsibility at the forefront.

Social Media Marketing - Dave Evans 2010-09-16
How to implement social technology in business, spur collaborative innovation and drive winning programs to improve products, services, and long-term profits and growth. The road to social media marketing is now well paved: A July 2009 Anderson Analytics study found 60% of the Internet population uses social networks and social media sites such as Facebook, MySpace, and Twitter. Collaboration and innovation, driven by social technology, are "what's next." Written by the author of the bestselling Social Media Marketing: An Hour a Day in collaboration with Jake McKee, Social Media Marketing: The Next Generation of Business Engagement takes marketers, product managers, small business owners, senior executives and organizational leaders on to the next step in social technology and its application in business. In particular, this book explains how

to successfully implement a variety tools, how to ensure higher levels of customer engagement, and how to build on the lessons learned and information gleaned from first-generation social media marketing efforts and to carry this across your organization. This book: Details how to develop, implement, monitor and measure successful social media activities, and how to successfully act on feedback from the social web Discusses conversation-monitoring tools and platforms to accelerate the business innovation cycle along with the metrics required to prove the success of social technology adoption Connects the social dots more deeply across the entire organization, moving beyond marketing and into product development, customer service and customer-driven innovation, and the benefits of encouraging employee collaboration. Social media has become a central component of marketing: Collaborative, social technology is now moving across the organization, into business functions ranging from HR and legal to product management and the supply chain. Social Media Marketing: The Next Generation of Business Engagement is the perfect book for marketers, business unit managers and owners, HR professionals and anyone else looking to better understand how to use social technologies and platforms to build loyalty in customers, employees, partners and suppliers to drive long term growth and profits.

Social Media Management - Amy Van Looy 2015-09-14
This undergraduate textbook adopts the perspective of organizations - not individuals - and clarifies the impact of social media on their different departments or disciplines, while also exploring how organizations use social media to create business value. To do so, the book pursues a uniquely multi-disciplinary approach, embracing IT, marketing, HR and many other fields. Readers will benefit from a comprehensive selection of current topics, including: tools, tactics and strategies for social

media, internal and external communication, viral marketing campaigns, social CRM, employer branding, e-recruiting, search engine optimization, social mining, sentiment analysis, crowdfunding, and legal and ethical issues.
Handbook of Social Media Management - Mike Friedrichsen 2013-05-28
Digitization and Web 2.0 have brought about continuous change from traditional media management to new strategic, operative and normative management options. Social media management is on the agenda of every media company, and requires a new set of specialized expertise on digital products and communication. At the same time, social media has become a vibrant field of research for media economists and media management researchers. In this handbook, international experts present a comprehensive account of the latest developments in social media research and management, consistently linking classical media management with social media. The

articles discuss new theoretical approaches as well as empirical findings and applications, yielding an interesting overview of interdisciplinary and international approaches. The book's main sections address forms and content of social media; impact and users; management with social media; and a new value chain with social media. The book will serve as a valuable reference work for researchers, students and professionals working in media and public relations.
Strategic Uses of Social Media for Improved Customer Retention - Al-Rabayah, Wafaa 2016-11-09
Social networking venues have increased significantly in popularity in recent years. When utilized properly, these networks can offer many advantages within business contexts. Strategic Uses of Social Media for Improved Customer Retention is a pivotal reference source for the latest scholarly research on the implementation of online social networks in modern businesses

and examines how such networks allow for a better understanding of clients and customers. Highlighting theoretical concepts, empirical case studies, and critical analyses, this book is ideally designed for researchers, practitioners, professionals, and upper-level students interested in improving and maintaining customer relationships.

Decision Management: Concepts, Methodologies, Tools, and Applications - Management Association, Information Resources 2017-01-30
The implementation of effective decision making protocols is crucial in any organizational environment in modern society. Emerging advancements in technology and analytics have optimized uses and applications of decision making systems. Decision Management: Concepts, Methodologies, Tools, and Applications is a compendium of the latest academic material on the control, support, usage, and strategies for implementing efficient decision making systems across a variety of industries and fields. Featuring comprehensive coverage on numerous perspectives, such as data visualization, pattern analysis, and predictive analytics, this multi-volume book is an essential reference source for researchers, academics, professionals, managers, students, and practitioners interested in the maintenance and optimization of decision management processes.

Research Anthology on Cross-Disciplinary Designs and Applications of Automation - Management Association, Information Resources 2021-10-29
Throughout human history, technological advancements have been made for the ease of human labor. With our most recent advancements, it has been the work of scholars to discover ways for machines to take over a large part of this labor and reduce human intervention. These advancements may become essential processes to nearly every industry. It is

essential to be knowledgeable about automation so that it may be applied. Research Anthology on Cross-Disciplinary Designs and Applications of Automation is a comprehensive resource on the emerging designs and application of automation. This collection features a number of authors spanning multiple disciplines such as home automation, healthcare automation, government automation, and more. Covering topics such as human-machine interaction, trust calibration, and sensors, this research anthology is an excellent resource for technologists, IT specialists, computer engineers, systems and software engineers, manufacturers, engineers, government officials, professors, students, healthcare administration, managers, CEOs, researchers, and academicians.

Electronic Commerce - Efraim 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.

Citizen E-Participation in Urban Governance: Crowdsourcing and Collaborative Creativity - Silva, Carlos Nunes 2013-06-30
The relationship between citizens and city governments is gradually transforming due to the utilization of advanced information and communication technologies in order to inform, consult, and engage citizens. Citizen E-Participation in Urban Governance: Crowdsourcing and Collaborative Creativity explores the nature of the new challenges confronting citizens and local governments in the field of urban governance. This comprehensive reference source explores the role that Web 2.0 technologies play in promoting citizen participation and empowerment in the city government and is intended for scholars, researchers, students, and practitioners in the field of urban studies, urban planning, political science, public administration, and more.

Digital Business and E-commerce Management - Dave Chaffey 2019
Written in an engaging and informative style, Digital Business and E-Commerce Management will give you the knowledge and skills to be able to handle the speed of change faced by organisations in the digital world. In this seventh edition of the book, Chaffey, Hemphill and Edmundson-Bird bring together the most recent academic and practitioner thinking, covering all aspects of digital business including strategy, digital comms and transformation.

Social Customer Relationship Management - Rainer Alt 2019-08-29
Social media has received considerable attention, and many potential benefits, as well as concerns, are now being discussed. This book explores how social media can successfully support business processes in marketing, sales and service in the context of customer

relationship management (CRM). It presents the fundamentals of Social CRM and shows how small and large companies alike have implemented it. In turn, the book presents analytic and operational software tools that offer features for enhancing and streamlining interactions with customers. The book concludes with an overview of essential design areas that businesses need to bear in mind when introducing social media into their CRM strategies. In this regard, it also points out key success factors, limitations, and data protection aspects.

Digital Marketing - Dave Chaffey 2019-02-05 Now in its seventh edition, 'Digital Marketing' provides comprehensive, practical guidance on how companies can get the most out of digital media and technology to meet their marketing goals.

Data-Centric Business and Applications - Natalia Kryvinska 2019-07-16 This book explores various aspects of data

engineering and information processing. In this second volume, the authors assess the challenges and opportunities involved in doing business with information. Their contributions on business information processing and management reflect diverse viewpoints – not only technological, but also business and social. As the global marketplace grows more and more complex due to the increasing availability of data, the information business is steadily gaining popularity and has a huge impact on modern society. Thus, there is a growing need for consensus on how business information can be created, accessed, used and managed.

CRM For Dummies - Lars Helgeson 2017-06-16 Save time, save money, and grow your business with more effective CRM CRM For Dummies is the small business leader's guide to managing customer interactions. Customer relationship management is a critical part of any business, and it encompasses everything from business strategy and HR to sales, marketing, events, and

more. Solutions exist for businesses of any size, but how do you know which one is right for you? What features do you need? Do you have the people and processes in place to get the most out of whichever one you choose? This book is designed to help business leaders better understand effective CRM and identify the right solution for their business—but it's about much more than software; effective CRM requires appropriate team structures, intradepartmental collaboration, and process efficiency. Packed with tactics and strategies that will save your company thousands of dollars and man-hours, these chapters answer the most pressing questions that will make the biggest impact on your sales. Building relationships with current and future customers is the critical point of business. This book helps you bring sales, marketing, and operations together to work toward that common goal, and shows you the tools and techniques that make your efforts more effective. Define your market segments, buyer personas, and voice Build an effective internal structure, and choose the right CRM solution Optimize leads and conduct effective email marketing Streamline processes, automate where possible, and employ analytics Your customers are the lifeblood of your company; you need to reach them, engage them, and retain them—without wasting precious time or money. CRM For Dummies gets you up to speed on the latest, most effective CRM tools and techniques to help your business succeed.

Internet Marketing: Integrating Online and Offline Strategies - Mary Lou Roberts 2012-03-28

INTERNET MARKETING, 3RD EDITION provides comprehensive coverage of the rapidly changing field of Internet marketing that is timely and relevant. It relies on extant marketing theory where appropriate and introduces many conceptual frameworks to structure student understanding of Internet marketing issues. Above all, it works on the premise that the

Internet--whether used as a medium of communication or as a channel of distribution--is only one component of the contemporary marketer's arsenal. The key issue facing marketers today is how to best integrate this powerful new component, continuing developments in Internet marketing into their strategies and media plans. That ongoing challenge represents the essential theme of this text. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.