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Managing Webbased Customer Experiences Selfservice Integrated With Assistedservice

Richard Grigonis



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Airline e-Commerce Michael Hanke, 2016-05-20 From the few tickets that were sold by Alaska Airlines and former British Midland in December 1995 via the industry's first airline booking engine websites global online travel has grown to generate today more than half a trillion dollars in annual revenue This development has brought significant changes to the airline business travel markets and consumers Today airlines worldwide not only use e commerce for online marketing and selling but also as a platform to offer unique services and capabilities that have no counterpart in the physical world This book is an in depth introduction to airline e commerce It covers a broad scope of areas that are essential to an airline's ongoing digital transformation Digital properties features E marketing E sales distribution Web customer service E commerce organization E commerce strategy Written by an airline e commerce expert and illustrated with numerous examples of leading airlines in this area Dr Hanke provides for comprehensive behind the scenes details of how airline e commerce works This book is a crucial companion for students and practitioners alike because it allows the reader to acquire a thorough foundation of airline e commerce Furthermore the book enables the reader to appreciate the ramifications of airline e commerce in certain corporate areas and to take effective action for a successful e commerce strategy *Fashion Management* Rosemary

Varley, Ana Roncha, Natascha Radclyffe-Thomas, Liz Gee, 2018-10-30 This new textbook authored by a team of expert researchers and lecturers based at the London College of Fashion is one of the first in the field to examine strategic management in the context of the fashion industry catering specifically for students hoping to work in the sector International in approach the text covers all aspects of strategic management from growth strategy and financial management to brand and supply chain management Fashion Management's engaging style page design and pedagogical framework makes it accessible to students at all levels while the authors' extensive expertise ensures that the content is always underpinned by rigorous academic research Established key topics and significant contemporary issues such as sustainability the digital and corporate social responsibility are considered from both a theoretical and practical perspective with real world examples drawn from high profile global fashion organisations This is an ideal core textbook for those studying on undergraduate and postgraduate degree courses in fashion management and fashion marketing The book will also be an important supplementary resource for courses in marketing retailing and business studies with the fashion industry providing an effective context for students to engage with the application of theory **Computer Telephony**

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