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Artificial Intelligence in the Digital Era Nidal Al-Ramahi, Abdalmuttaleb M. A. Musleh Al-Sartawi, Mohammad Kanan, 2025-11-06 This book delves into how Artificial Intelligence is reshaping economies influencing laws and transforming media landscapes. It presents a comprehensive exploration of the significant role AI plays in contemporary society. The book chapters are written and contributed by leading experts and scholars as an essential resource that provides a thorough examination of AI's multifaceted impact offering insights that are relevant for researchers, policymakers, industry professionals, and students alike. In a rapidly evolving digital landscape, understanding the implications of AI is crucial. This book equips readers with the knowledge to navigate the economic opportunities, regulatory challenges, and media narratives that AI engenders. Featuring contributions from top scholars and industry leaders, this book investigates economic impact and legislative frameworks including evolving laws and regulations governing AI technologies, addressing ethical considerations and data privacy. It moreover examines media influence and the portrayal of AI in the media and its effects on public perception and discourse. This timely and insightful work is essential for anyone looking to understand AI's transformative effects on our world.

Handbook of Research on the Interplay Between Service Quality and Customer Delight

Sarma, Sarmistha, Gupta, Neha, 2023-01-31 Research in the field of service quality and consumer behavior has developed in many dimensions in the past decade. A number of models have been developed to determine the factors leading to satisfaction; however, within the past few years, scholars have proved that satisfaction is not sufficient to leave a strong mark in the minds of the customers. Service quality and customer delight have been the buzzwords in the business world in recent times as scholars have proven that customer delight is the key to customer retention. The Handbook of Research on the Interplay Between Service Quality and Customer Delight considers how companies around the world in a cross-cultural environment are dealing with service quality and customer delight and proposes a global outlook on the current trends, tactics, and opportunities. Covering key topics such as buyer funnels, consumer dissonance, and digital solutions, this reference work is ideal for business owners, managers, industry professionals, researchers, scholars, practitioners, academicians, instructors, and students.

Natural Language Processing in E-Commerce-Enhancing Customer Experience Ramkumar Soundarapandian, 2024-07-09 Natural Language Processing in e-Commerce Enhancing Customer Experience is a critical resource for comprehending the potential of NLP technologies to revolutionise consumer interactions in the e-Commerce sector. The book offers a comprehensive examination of the fundamentals of NLP such as the key concepts, algorithms, and techniques that are essential for the implementation of effective solutions in the online retail environment. This book is designed to provide both theoretical and practical insights and it covers a variety of subjects such as the development and deployment of chatbots, sentiment analysis, language generation, and personalisation strategies. Practical examples, case studies, and actionable strategies are included in each chapter to assist readers in the implementation of NLP solutions in

their eCommerce platforms This book is intended for industry professionals data scientists and researchers with the objective of bridging the divide between the real world applications of cutting edge NLP technologies and their potential to improve the consumer experience This book offers the knowledge and tools necessary to effectively exploit NLP in the dynamic world of eCommerce whether you are seeking to enhance customer support optimise user engagement or gain insights from customer feedback

Green Innovations in Supply Chain Management Marcia Mkansi,Godfrey Mugurusi,Aaron L. Nsakanda,Temidayo Akenroye,Frank Tietze,2025-11-19 An incisive discussion of the applications of digital technology to sustainable supply chain management In Green Innovations in Supply Chain Management a team of distinguished researchers deliver an up to date and authoritative account of contemporary green technology applications in supply chain management This book discusses digital technologies that address longstanding development and supply chain challenges associated with sustainability Split into five sections green tech logistics sustainable packaging sustainable harvesting e waste and green investments Green Innovations in Supply Chain Management dives into robotics mobile applications sustainability packaging initiatives sustainable seafood sourcing green health initiatives business case studies and other green investments critical to management of modern supply chains Readers will also find A thorough introduction to green innovations in practice Comprehensive explorations of continental and regional case studies Practical discussions of green investments Perfect for supply chain management professionals and policymakers with an interest in the field Green Innovations in Supply Chain Management will also benefit students and researchers of green and sustainable technology renewable energy and a wide variety of engineering specialties

Uberland Alex Rosenblat,2018-10-23 Silicon Valley technology is transforming the way we work and Uber is leading the charge An American startup that promised to deliver entrepreneurship for the masses through its technology Uber instead built a new template for employment using algorithms and Internet platforms Upending our understanding of work in the digital age Uberland paints a future where any of us might be managed by a faceless boss The neutral language of technology masks the powerful influence algorithms have across the New Economy Uberland chronicles the stories of drivers in more than twenty five cities in the United States and Canada over four years shedding light on their working conditions and providing a window into how they feel behind the wheel The book also explores Uber's outsized influence around the world the billion dollar company is now influencing everything from debates about sexual harassment and transportation regulations to racial equality campaigns and labor rights initiatives Based on award winning technology ethnographer Alex Rosenblat's firsthand experience of riding over 5 000 miles with Uber drivers daily visits to online forums and face to face discussions with senior Uber employees Uberland goes beyond the headlines to reveal the complicated politics of popular technologies that are manipulating both workers and consumers

Uber versus taxi. Generation Y's perception of taxi and Uber services in Lisbon Benyi Heider,Carla Sofia Simões,Ivana Cizmar,Marvin Burmester,2016-05-02 Seminar paper from the year 2016 in the subject Economics Case

Scenarios grade 17 0 1 3 in Deutschland Cat lica Lisbon School of Business Economics language English abstract This report investigates the effects and influence of Uber's market entry in the greater Lisbon area. More specifically the study evaluates the resulting impact on Generation Y's perception of traditional taxi services. Based on the findings of the research the report suggests concrete managerial implications to the traditional taxi industry. The overall research was designed to derive insights based on both qualitative and quantitative approaches. The qualitative research was performed with two focus groups and created the foundation for the quantitative research which was executed using an extensive online questionnaire with 94 participants. Both approaches targeted respondents classified as Generation Y. Core findings include the most significant attributes to evaluate traditional taxi services. Most importantly the price the friendliness of the driver and security were highlighted. Moreover the overall satisfaction of customers is further determined by attributes such as availability comfort and payment process. It must be considered however that taxi services are rated significantly different among Uber users and non Uber users. As the former have ranked taxi services significantly worse than non Uber users it can be concluded that the recent market entry of Uber influences and changes Generation Y's perception of traditional taxis. The complementing finding that Uber services have been evaluated significantly more positive among the all respondents impressively emphasizes the threat for traditional taxis in the greater Lisbon area. The emerging competitor Uber is perceived as superior even among the non Uber users. Both the qualitative and quantitative analysis revealed that the traditional taxi industry currently faces major problems related to the lack of trust transparency and security of the services as well as the limited options of payment methods. For the time being this leaves the services availability as the only competitive advantage of the traditional taxi industry. In order to secure its competitiveness in any market scenario it can be concluded that the industry needs to adapt its core services with regards to multiple service features. With a focus on Generation Y the taxi industry must introduce tools and mechanisms to enhance and control transparency foster the acceptance of credit cards as a payment method and ultimately drop prices to a perceived fair and competitive level.

Marketing for Entrepreneurs Frederick G. Crane, 2021-08-29. Marketing for Entrepreneurs provides students with practical insights strategies and tips on how to apply marketing concepts to increase the chances of new venture success. Author Frederick G. Crane focuses on how readers can use marketing to find the right opportunity develop valuable new products and services and create memorable brands. He walks students through each phase of the marketing process. Packed with help tips and profiles of successful entrepreneurs this practical text includes the tools readers need to launch and sustain successful ventures. The new Third Edition includes a new chapter on social media marketing new examples and profiles and new coverage of timely topics such as user experience research data analytics MVPs surge pricing and just in time inventory.

Electronic Commerce 2018 Efraim Turban, Jon Outland, David King, Jae Kyu Lee, Ting-Peng Liang, Deborah C. Turban, 2017-10-12. This new Edition of Electronic Commerce is a complete update of the leading graduate

level advanced undergraduate level textbook on the subject Electronic commerce EC describes the manner in which transactions take place over electronic networks mostly the Internet It is the process of electronically buying and selling goods services and information Certain EC applications such as buying and selling stocks and airline tickets online are reaching maturity some even exceeding non Internet trades However EC is not just about buying and selling it also is about electronically communicating collaborating and discovering information It is about e learning e government social networks and much more EC is having an impact on a significant portion of the world affecting businesses professions trade and of course people The most important developments in EC since 2014 are the continuous phenomenal growth of social networks especially Facebook LinkedIn and Instagram and the trend toward conducting EC with mobile devices Other major developments are the expansion of EC globally especially in China where you can find the world s largest EC company Much attention is lately being given to smart commerce and the use of AI based analytics and big data to enhance the field Finally some emerging EC business models are changing industries e g the shared economy models of Uber and Airbnb The 2018 9th edition brings forth the latest trends in e commerce including smart commerce social commerce social collaboration shared economy innovations and mobility

Digital Marketing Outreach Kavita Sharma,Swati Aggarwal,2022-08-26 This

book studies the use of digital marketing across the economic social and political sectors of India It looks at diverse areas of business and non business activities involving the use of digital platforms to augment marketing initiatives and improve reach sales and social media engagement The volume analyses various themes including viral marketing influencer marketing webrooming behaviour online impulse buying telemedicine social media advertising and app based cab services It examines the role of digital marketing in creating a positive and favourable brand image for organizations by advertising their social responsiveness on social media and studies the influence of political brand value on social media activities The authors also provide insight into changing trends within consumer behaviour reflect on future challenges within the field and highlight areas of growth An important contribution to the study of new and emerging marketing practices the book will be indispensable for students researchers and teachers of communication marketing brand management social media marketing advertising e business digital humanities and consumer behaviour

Symposium Über Operations Research Günter

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