

# Principles of Customer Service



# Syllabus Principles Of Customer Service Online

**Jianjun Gao**



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development Section III Student Centered Faculty Development discusses the role that students play in the teaching and learning process Section IV Philosophical Issues in Faculty Development considers the potential effect of new technologies on the future of higher education Written for faculty and instructional development staff department chairs deans student services staff chief academic officers and educational consultants this book offers a thoughtful resource for contributing to improvements in higher education *Online Education in the College of Education and Human Service Professions* Charlene Gail Harkins, 2005 **Decision Support Systems and Intelligent Systems** Efraim Turban, Jay E. Aronson, Ting-Peng Liang, 2005 Appropriate for all courses in Decision Support Systems DSS computerized decision making tools and management support systems Today's networked computer systems enable executives to use information in radically new ways to make dramatically more effective decisions and make those decisions more rapidly **Decision Support Systems and Intelligent Systems** Seventh Edition is a comprehensive up to date guide to today's revolutionary management support system technologies and how they can be used for better decision making In this thoroughly revised edition the authors go far beyond traditional decision support systems focusing far more coverage on Web enabled tools performance analysis knowledge management and other recent innovations The authors introduce each significant new technology show how it works and offer practical guidance on integrating it into real world organizations Examples products services and exercises are presented throughout and the text has been revised for improved clarity and readability New and enhanced coverage includes state of the art data mining OLAP expert system and neural network software revamped coverage of knowledge management and a far greater emphasis on the use of Web technologies throughout Also covered in detail data warehousing including access analysis visualization modeling and support This edition also contains DSS In Action boxes presenting real business scenarios for the use of advanced management support technology **Decision Support Systems and Intelligent Systems** Seventh Edition is supported by a Web site containing additional readings relevant links and other supplements

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