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Guide Demo

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Reviewer Comments The future of Java programming is here and this new edition of Deitel is leading the charge By embracing genAI head on the authors are potentially revolutionizing programming education Through its integrative approach to the use and study of genAI this book is positioned to be the leading book in modern Java and its applications Indeed I expect that it should be widely adopted by instructors who want to ingrain in their students an appreciation for the critical role that Java will play in data science machine learning artificial intelligence and cybersecurity The book s innovative and forward thinking use of genAI facilitates reader engagement and inspires readers to think critically about the benefits and limitations of AI as a programming aid Chapter 19 could become everyone s favorite new Java book chapter the generative AI API based code examples are interesting and fun All audiences of this book should read the Preface there s so much to get excited about It demonstrates with refreshing transparency and honesty how much love and care went into the reinvention of an already outstanding Java book by bringing it into a new frontier of what it means to be a programmer in today s world Bravo Your Preface statement GenAI has created an ultra high level programming capability that will leverage your Java learning experience and ability to produce robust top quality Java software quickly conveniently and economically is a great conclusion to the Preface intro really helps justify the use of genAI Brian Canada Professor of Computational Science University of South Carolina Beaufort After reading your whole book it was fun to read the Preface that wraps everything up at a high level You have done some amazing work here and I m glad to have been a small part of it as a reviewer I especially appreciate how difficult it must have been to make sure everything was as up to date as possible with the speed at which things change in this field and the deftness with which you incorporated all the focus on GenAI and data science that s in this book Emily Navarro Ph D Continuing Lecturer Department of Informatics University of California Irvine The generative AI exercises are awesome and reflect the way modern developers work They are fun and let the reader explore and learn about AI by using AI how meta This allows readers to expand their knowledge and get a feel for the AI s code related capabilities Jeanne Boyarsky CodeRanch Java Champion Register your book for convenient access to downloads updates and or corrections as they become available See inside book for details Note eBooks are 4 color and print books are black and white

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and Charles Hoskinson quotes where relevant This is a super impressive piece of work on Cardano from John Greene Congratulations And thank you Every self respecting kindle or bookshelf needs to sport one this summer Tim Harrison IOG VP Community Ecosystem Communications This is the Bible of Cardano Kristian Portz NMKR COO I love this book and you will too Jason Appleton Crypto Crow Thanks for making my dreams available to the masses Charles Hoskinson IOG CEO Founder For more details see www.CardanoBook.com

The Auditor's Guide to Blockchain Technology Shaun Aghili,2022-11-03 The 21st century has been host to a number of information systems technologies in the areas of science automotive aviation and supply chain among others But perhaps one of its most disruptive is blockchain technology whose origin dates to only 2008 when an individual or perhaps a group of individuals using the pseudonym Satoshi Nakamoto published a white paper entitled Bitcoin A peer to peer electronic cash system in an attempt to address the threat of double spending in digital currency Today many top notch global organizations are already using or planning to use blockchain technology as a secure robust and cutting edge technology to better serve customers The list includes such well known corporate entities as JP Morgan Royal Bank of Canada Bank of America IBM and Walmart The tamper proof attributes of blockchain leading to immutable sets of transaction records represent a higher quality of evidence for internal and external auditors Blockchain technology will impact the performance of the audit engagement due to its attributes as the technology can seamlessly complement traditional auditing techniques Furthermore various fraud schemes related to financial reporting such as the recording of fictitious revenues could be avoided or at least greatly mitigated Frauds related to missing duplicated and identical invoices can also be greatly curtailed As a result the advent of blockchain will enable auditors to reduce substantive testing as inherent and control audit risks will be reduced thereby greatly improving an audit s detection risk As such the continuing use and popularity of blockchain will mean that auditors and information systems security professionals will need to deepen their knowledge of this disruptive technology If you are looking for a comprehensive study and reference source on blockchain technology look no further than **The Auditor s Guide to Blockchain Technology Architecture Use Cases Security and Assurance** This title is a must read for all security and assurance professionals and students looking to become more proficient at auditing this new and disruptive technology

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Research Handbook on Intellectual Property and Artificial Intelligence Ryan Abbott,2022-12-13

This incisive Handbook offers novel theoretical and doctrinal insights alongside practical guidance on some of the most challenging issues in the field of artificial intelligence and intellectual property. Featuring all original contributions from a diverse group of international thought leaders including top academics, judges, regulators, and eminent practitioners, it offers timely perspectives and research on the relationship of AI to copyright, trademark, design, patent, and trade secret law.

Customer Escalations Management: The Golden Recipe Nikolaos Zormpas, 2022-02-06

Are you ready for AMAZING Customer Service nevertheless your attitude toward them should make all the difference. In *Customer Escalations Management: The Golden Recipe* you will discover The 8 phrases and words you should never use when dealing with complaints to avoid further aggravating your customers. How to handle customer complaints seamlessly to ensure no cases get dropped. Why customer escalations can actually be a boon to your company. How a company's leaders can significantly improve customer relations even without being involved in day to day customer interaction. And much much more. No matter how big or small your company is, having a customer escalations management system in place is essential. Following Nikolaos Zormpas' Golden Recipe will prepare your organization to manage customer complaints and escalations for all types of situations while ensuring customer satisfaction and retention. If you want to reduce stress, frustration, and dissatisfaction for your customers and your employees, then grab your copy now.

Editorial Reviews:

Review: Your response when things don't go right for customers is essential to rebuilding trust and gaining loyalty. From the power of acknowledgement, an apology, to the processes needed for great customer escalation management, this book by Nikolaos Zormpas is a must-read, must-gift, must-implement. Hands down, Nikolaos' book will help you rebuild trust and grow customer loyalty.

By Jason S. Bradshaw, Global Customer Experience Guru, Best Selling Author, and Executive: There are many audiences that can benefit from the systems and wisdom captured in *Customer Escalations Management*. Nikolaos does a wonderful job demystifying where negative customer perceptions are likely to come from and how to address these situations strategically. Implementing the principles in this book are sure to enhance both the Customer and the Employee experience inside of your organization.

By Nate Brown, Founder of CX Accelerator: Nikolaos' book is a must-have tool for any company wanting to thrive in customer satisfaction and retention. Make sure to add the ingredients of his golden recipe to your arsenal.

By Chip Conley, Founder, Modern Elder Academy: This book teaches everyone on your team how to be a zero-risk to do business with. Every company drops the ball from time to time; the great companies anticipate it, fix it, and end up making those customers more loyal as a result.

By John R. DiJulius III, author of *The Relationship Economy*: Nikolaos delivers clear advice and recommended steps to take to ensure customer service responds correctly with his Golden Recipe. I recommend this book to every company wanting to improve its customer satisfaction.

By Mike Feldman, Xerox's EVP and President of America's Operations and Global Document Services: Nikolaos' Golden Recipe is not just a book; it's a powerful set of actionable tools and advice that any leader aiming for customer excellence can apply.

By Jill Griffin, Best Selling Author, *Customer Loyalty: How To Earn It, How To Keep It*: This book

is a must read for everyone who wants to thrive at customer service success and retention. It brings together the required tools and information under a Golden Recipe for success. By Shep Hyken, New York Times bestselling author of *The Amazement Revolution*, Nikolaos in his book explains from the ground to the top why customers are right even when they're not. He also justifies why clear vision, distributed strategy, and on-the-job training are the secret ingredients of success. A must read and re-read. By Dr. Theodore N. Krintas, Koubaras Ltd. Founder/CEO, I really enjoyed this book. The message is simple, clear, and straight to the point. Complaint management is covered from start to finish with practical, no-nonsense advice. The author gives you all the tools to defuse customers' frustration and even improve their trust and loyalty toward your brand. A must read for anyone in customer service. By Daniel Lafreni, reOmnichannel Customer Experience Strategist, Golden Recipe is simple to follow yet incredibly powerful. Nikolaos does an amazing job at showcasing what many would consider to be a bad thing: customer escalation, to be valuable learning moments. Read the book end to end or use chapters as golden nuggets. I would recommend it to anyone who has to deal with customers. By Philippe Mathijs, Founder of Reach, Outstanding Award-Winning Global Executive Coach for Leaders and Managers. All leaders and managers need to read *Customer Escalations Management*. This well-written, easily accessible book provides powerful and practical tools to develop systems and organizational competencies that will turn service breakdowns into customer experience breakthroughs. When you leverage the power of *Customer Escalations Management*, your team members and customers will thank you. By Joseph Michelli, Ph.D., New York Times 1 Bestselling author of books like *Stronger Through Adversity*, *The Airbnb Way*, and *The Starbucks Experience*. *Customer Escalations Management* is a deeply human approach to a less and less humanized world. Nicely written, pleasantly read, it will give you a fresh insight in people dynamics that seal customer interaction. By Artemios Miropoulos, CEO, Linkage, Greece, Cyprus, Inspirational Speaker, Author *The Nameless King*, 25 Stories of Leadership from Ancient Greece. Nikolaos does a really great job of summarising why customers complain, why issues are too often escalated when that needn't be the case, and what businesses can do to deliver more effective levels of customer service and better outcomes for customers. By Martin Newman, The Consumer Champion. *Customer Escalations Management: The Golden Recipe* is a book packed with useful tips, dos and don'ts, examples, and warnings. You'll find yourself taking lots of notes and maybe even cringing at some of the book's insightful comments about dealing with upset customers: being empathetic and building the right support processes. All in all, a book that everyone responsible for and supporting customer experience should read and heed. By Bill Price, President of Driva Solutions. The essential guide to successfully and profitably resolving escalations in customer support, generously created by customer experience expert Nikolaos Zormpas. By Micah Solomon, Customer Service Consultant and author of *Ignore Your Customers and They'll Go Away*. As a Best-selling Customer Experience author and CX Consultant, I will widely recommend *Customer Escalations Management* to my clients. Author Nikolaos Zormpas takes a smart and practical approach towards turning upset customers into customers for life that makes this straightforward book a must.

read for all customer experience and customer service leaders By Nicholas J Webb CEO goleaderlogic.com Author of What Customers Crave and What Customers Hate

Mastering Zendesk Cedric F. Jacob, 2017-01-13 Master the art of providing effective IT services to your customers by leveraging Zendesk About This Book Deep dive into the functionalities of Zendesk and improve your organization's customer services Learn how to expand the capabilities of Zendesk by integrating and extending it with third party tools A master level guide that manages tickets channels and workflows along with advanced security features Who This Book Is For This book is for proficient Zendesk administrators who want to unlock the full potential of their Zendesk environment by gaining a deeper understanding of Zendesk's advanced customization options What You Will Learn Customize ticket channels such as Email Twitter Facebook and Web Widget Add business rules to create a more effective and automated Zendesk environment Use Zendesk apps to add more functionality to the Zendesk setup Extend Zendesk with JIRA and Salesforce Create custom metrics within GoodData in order to set up customized and automated reports Learn how to secure and troubleshoot Zendesk In Detail Zendesk is a cloud based customer service solution that is widely used because it is easy efficient flexible and low cost It is highly scalable and is great for organizations of all sizes If you're a Zendesk administrator and are looking to explore advanced level concepts then this book is for you It covers the core functionalities such as managing users groups and the organization and creating and adding custom fields You will learn how to add customized ticket channels to your account Then you will focus on customizing business rules and extending Zendesk with JIRA and Salesforce Towards the end the book emphasizes security and troubleshooting aspects as well as providing tips and tricks to create a more efficient support environment By the end of this book you will be able to turn a basic Zendesk setup into a highly customized working environment Style and approach This advanced guide provides easy to understand examples to ensure you gain expertise with Zendesk

Practical Zendesk Administration Stafford Vaughan, Anton de Young, 2014-05-15 Implementing the Zendesk customer service software as part of your company's operations can be time consuming but with the best practices and advice in this hands on guide you can shorten the procedure considerably You'll learn the purpose benefits and pitfalls of each Zendesk feature with examples of how to configure it to match your company's needs and processes Written by written by two experienced Zendesk product trainers this book is distilled from years of working in the trenches launching customer implementations and answering thousands of questions from participants throughout the world With it you'll be able to determine the best way to put Zendesk's vast potential to work for your company Apply custom branding to your user facing support portal Mitigate risk by implementing various Zendesk security features Manage profiles and permissions for users agents and administrators Create tickets from email voice chat feedback tabs and social media Capture and classify help requests through standard and custom fields Use techniques to build an efficient agent support process Automate your business rules in Zendesk to streamline your workflow Provide your customers with self service support

[The Zendesk Handbook - Everything You](#)

Need To Know About Zendesk Wesley Terrell, **The Zendesk Handbook - Everything You Need to Know about Zendesk** Wesley Terrell, 2016-11-14 Wesley Terrell offers essential advice on must have Zendesk practical wisdom for managing the toughest problems any business or IT school doesn't cover. While many people talk about how great it is to start a Zendesk initiative, very few are honest about how difficult it is to run it. Wesley Terrell analyzes the problems that confront leaders every day, sharing the insights gained developing, managing, selling, buying, investing in, and supervising Zendesk initiatives. Amplifying business lessons with real life examples, telling it straight about everything from idea to start competitors and cultivating to sustaining a management mentality. Filled with trademark best practices and straight talk, **The Zendesk Handbook** is invaluable for veteran IT entrepreneurs as well as those aspiring to their own new projects and ventures, drawing from best practice experiences. PLUS INCLUDED with your purchase are real life document resources; this kit is available for instant download, giving you the tools to navigate and deliver on any Zendesk goal. **Learn Grafana 10.x - Second Edition** Eric Salituro, 2023-12-20 This book focuses on Grafana 10.x's features for creating interactive dashboards to visualize and monitor data. **Learn Grafana 7.0** Eric Salituro, 2020-06-25 A comprehensive introduction to help you get up and running with creating interactive dashboards to visualize and monitor time series data in no time. Key Features: Install, set up, and configure Grafana for real time data analysis and visualization. Visualize and monitor data using data sources such as InfluxDB, Prometheus, and Elasticsearch. Explore Grafana's multi cloud support with Microsoft Azure, Amazon CloudWatch, and Google Stackdriver. Book Description: Grafana is an open source analytical platform used to analyze and monitor time series data. This beginner's guide will help you get to grips with Grafana's new features for querying, visualizing, and exploring metrics and logs, no matter where they are stored. The book begins by showing you how to install and set up the Grafana server. You'll explore the working mechanism of various components of the Grafana interface along with its security features and learn how to visualize and monitor data using InfluxDB, Prometheus, Logstash, and Elasticsearch. This Grafana book covers the advanced features of the Graph panel and shows you how Stat, Table, Bar, Gauge, and Text are used. You'll build dynamic dashboards to perform end-to-end analytics and label and organize dashboards into folders to make them easier to find. As you progress, the book delves into the administrative aspects of Grafana by creating alerts, setting permissions for teams, and implementing user authentication. Along with exploring Grafana's multi cloud monitoring support, you'll also learn about Grafana Loki, which is a backend logger for users running Prometheus and Kubernetes. By the end of this book, you'll have gained all the knowledge you need to start building interactive dashboards. What you will learn: Find out how to visualize data using Grafana. Understand how to work with the major components of the Graph panel. Explore mixed data sources, query inspector, and time interval settings. Discover advanced dashboard features such as annotations, templating with variables, dashboard linking, and dashboard sharing techniques. Connect user authentication to Google, GitHub, and a variety of external services. Find out how Grafana can provide monitoring support for cloud service.

infrastructures Who this book is for This book is for business intelligence developers business analysts data analysts and anyone interested in performing time series data analysis and monitoring using Grafana Those looking to create and share interactive dashboards or looking to get up to speed with the latest features of Grafana will also find this book useful Although no prior knowledge of Grafana is required basic knowledge of data visualization and some experience in Python programming will help you understand the concepts covered in the book **Learn Grafana 10.x** Eric Salituro, 2023-12-20

Get up and running with building data pipelines and creating interactive dashboards to visualize monitor and present a wide variety of time series data with this comprehensive introductory guide Key Features Install set up and configure Grafana for real time data analysis visualization and alerting Visualize and monitor data using data sources such as InfluxDB Telegraf Prometheus and Elasticsearch Explore Grafana s cloud support with Microsoft Azure Amazon CloudWatch and Google Cloud Monitoring Purchase of the print or Kindle book includes a free PDF eBook Book Description Get ready to unlock the full potential of the open source Grafana observability platform ideal for analyzing and monitoring time series data with this updated second edition This beginners guide will help you get up to speed with Grafana s latest features for querying visualizing and exploring logs and metrics no matter where they are stored Starting with the basics this book demonstrates how to quickly install and set up a Grafana server using Docker You ll then be introduced to the main components of the Grafana interface before learning how to analyze and visualize data from sources such as InfluxDB Telegraf Prometheus Logstash and Elasticsearch The book extensively covers key panel visualizations in Grafana including Time Series Stat Table Bar Gauge and Text and guides you in using Python to pipeline data transformations to facilitate analytics and templating to build dynamic dashboards Exploring real time data streaming with Telegraf Promtail and Loki you ll work with observability features like alerting rules and integration with PagerDuty and Slack As you progress the book addresses the administrative aspects of Grafana from configuring users and organizations to implementing user authentication with Okta and LDAP as well as organizing dashboards into folders and more By the end of this book you ll have gained all the knowledge you need to start building interactive dashboards What you will learn Learn the techniques of data visualization using Grafana Get familiar with the major components of Time series visualization Explore data transformation operations query inspector and time interval settings Work with advanced dashboard features such as annotations variable based templating and dashboard linking and sharing Connect user authentication through Okta Google GitHub and other external providers Discover Grafana s monitoring support for cloud service infrastructures Who this book is for This book is for business intelligence developers business analysts data analysts and anyone interested in performing time series data analysis and monitoring using Grafana You ll also find this book useful if you re looking to create and share interactive dashboards or get up to speed with the latest features of Grafana Although no prior knowledge of Grafana is required basic knowledge of data visualization and some Python programming experience will help you understand the concepts covered in the book Practical Zendesk

Administration Stafford Vaughan,2012 Practical Zendesk Administration, 2nd Edition Stafford Vaughan. Anton de Young,2014 **Microsoft Teams Beginners Guide in 30 Minutes** Calvin Bradley,2020-06-29 You don t have to struggle to navigate your way through the Microsoft Teams AppMicrosoft Teams is a communication and collaboration platform that combines persistent chat capabilities video conferencing file storage and integration with many other Office 365 apps This book removes the fluffs leaving you with all the required information for a quick start to understanding some major settings in Teams chats and channels In addition to getting tips about the basics of Teams you also get to discover basic tips and tricks to get the most out of Teams Important settings and configurations such as adding users adding guests and removing guests are also featured inside the book Further into the book all the details and settings which are customizable for the Microsoft Teams admin are discussed with tips on how to configure those settings The book also features important privacy agreement and information about what Teams do with the information you supply to them This book is what you need to get you started with Teams and as a guide to get every basic setting you need Other information this book gives you include The Value of Microsoft Teams Communicating on channels Comparing Microsoft Teams and Other Collaboration AppsGetting Started with Microsoft Teams Keyboard Shortcuts to KnowNavigating Microsoft Teams Move through the main screen elements Creating and Managing Meetings Scheduling a Microsoft Teams Meetingsand Lots moreLet s Get Started with this book by hitting the BUY NOW button *Microsoft Teams Beginners Guide In 30 Minutes For the Elderly* Calvin Bradley,2020-06-29 As a Senior you don t have to struggle to navigate your way through the Microsoft Teams AppMicrosoft Teams is a communication and collaboration platform that combines persistent chat capabilities video conferencing file storage and integration with many other Office 365 apps This book removes the fluffs leaving you with all the required information for a quick start to understanding some major settings in Teams chats and channels In addition to getting tips about the basics of Teams you also get to discover basic tips and tricks to get the most out of Teams Important settings and configurations such as adding users adding guests and removing guests are also featured inside the book Further into the book all the details and settings which are customizable for the Microsoft Teams admin are discussed with tips on how to configure those settings The book also features important privacy agreement and information about what Teams do with the information you supply to them This book is what you need to get you started with Teams and as a guide to get every basic setting you need Other information this book gives you include The Value of Microsoft Teams Communicating on channels Comparing Microsoft Teams and Other Collaboration AppsGetting Started with Microsoft Teams Keyboard Shortcuts to KnowNavigating Microsoft Teams Move through the main screen elements Creating and Managing Meetings Scheduling a Microsoft Teams Meetingsand Lots moreLet s Get Started with this book by hitting the BUY NOW button

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