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2024 Holiday Customer Service Blueprint Jelisaveta Sapardić, 2024-08-20 Did you know that customer service requests can increase by 65% during Black Friday and Cyber Monday compared to a typical day? 15 This staggering surge can overwhelm even the most prepared customer support teams as they struggle to manage a flood of repetitive questions. Keep response times low and maintain high levels of customer satisfaction all at the same time. However, this surge also presents a critical opportunity to boost revenue and acquire new customers. With over 87% of consumers shopping during Black Friday and 61 million people globally purchasing from Shopify-powered brands, 16 Drawing from our experience supporting over 300 000 businesses worldwide, we understand the importance of a seamless customer experience, especially for ecommerce companies and SMBs. We've developed strategies that help businesses overcome customer service challenges during peak shopping times. In this ebook, we'll share practical tips and insights from industry experts to help you manage customer demands during these critical periods. Learn how to navigate and thrive during the busiest seasons with our proven advice.

Scaling Beyond Monoliths: A Guide to Building Reliable, Cloud-Native, Multi-Tenant Distributed Systems (Vol-II) 2025 Sumit Kumar Agrawal, Dr. Kamal Kant Verma, PREFACE In today's rapidly evolving digital landscape, the shift from monolithic architectures to distributed systems has become a fundamental necessity for organizations aiming to scale their applications, improve reliability, and enhance flexibility. As businesses grow, so do the demands on their systems, requiring a move toward cloud-native, multi-tenant architectures that can handle large-scale workloads while providing an optimal user experience across diverse customers and environments. *Scaling Beyond Monoliths: A Guide to Building Reliable Cloud Native Multi Tenant Distributed Systems* offers a comprehensive approach to transforming traditional monolithic applications into scalable, resilient, and cloud-native distributed systems. This book is designed for software engineers, architects, and technical leaders who seek to navigate the complexities of building and scaling multi-tenant applications in modern cloud environments. Through this guide, we'll explore the essential principles and design patterns that enable the creation of robust distributed systems. We'll dive into the challenges and best practices of designing for multi-tenancy, including tenant isolation, data security, and efficient resource management. Moreover, we'll explore the power of cloud-native technologies such as containers, microservices, and orchestration platforms like Kubernetes to build scalable and fault-tolerant architectures. We'll also tackle real-world scenarios, addressing how to migrate from legacy monolithic systems and the strategic decisions necessary to ensure that your distributed system is optimized for both operational efficiency and customer satisfaction. As the need for scalable, resilient, and cost-effective systems continues to grow, organizations must move beyond traditional monolithic designs. Whether you're just starting your journey or seeking to refine your existing multi-tenant architecture, *Scaling Beyond Monoliths* will equip you with the knowledge to design and build systems that are not only scalable and reliable but also capable of driving innovation and growth in a cloud-native world.

Authors **The Future**

of Helpdesk Beata Stefanowicz,2025-01-14 In 2015 a major U S retailer s website crashed on the morning of Cyber Monday one of the biggest online shopping days of the year Their customer service channels spread across phone social media email and chat were overwhelmed leaving thousands of support requests unanswered for days Ultimately the company lost not just sales but customer loyalty Thankfully this situation is now preventable There are modern smart help desk platforms that offer better scalability and a more integrated approach to customer support They equip your team with the tools to stay connected and competitive in an era where speed personalization and efficiency are paramount In this ebook we ll guide you through the cutting edge trends technologies and strategies that are redefining the helpdesk industry And with a forward looking lens we explore the future of helpdesk services and the channels that will dominate the market

Introduction to Information Systems R. Kelly Rainer (Jr.),Brad Prince,Cristóbal Sánchez-Rodríguez,Sepideh Ebrahimi,Ingrid Splettstoesser,2023-10-23

As digital transformation becomes increasingly central to effective corporate strategy today s students must learn how information systems provide the foundation for modern business enterprises Known for its rich Canadian content and focus on active learning Introduction to Information Systems Sixth Canadian Edition shows students how they can use IS to help their current or future employers increase profitability improve customer service manage daily operations and drive impact in their markets This course demonstrates that IT is the backbone of any business whether a student is majoring in accounting finance marketing human resources production operations management or MIS In short students will learn how information systems provide the foundation for all modern organizations whether they are public sector private sector for profit or not for profit

Boundless Henry King,Vala Afshar,2023-09-13 Transform your organization by making silos a thing of the past In Boundless two leaders in transformation and customer success deliver an inspiring and exciting new approach to succeeding in an increasingly decentralized and digital first world In the book you ll learn how to demolish organizational silos once and for all allowing resources to flow across networks ecosystems and communities The authors explain the seven principles underlying their unique and effective Boundless paradigm connection integration decentralization mobility continuity autonomy and shared success Walking you through the blueprint for transformative resilient business success Boundless also offers Strategies for mapping the Boundless principles to key technological advances including digital platforms blockchain AI robotics cloud computing and more Ways to achieve the operational organizational and technological shifts necessary to succeed in an entirely transformed world Tools for combatting the natural tendency of employees to accumulate and protect resources within company silos An invaluable resource for managers executives directors and other business leaders Boundless will also earn a place in the libraries of founders entrepreneurs and consultants who seek to create an enduring competitive advantage for themselves or their clients

Technology and Public Management Alan R. Shark,2022-12-30 Students of public administration public policy and nonprofit management require a strong foundation in how government and NGOs are connected with information technology Whether simplifying internal operations delivering

public facing services governing public utilities or conducting elections public administrators must understand these technological tools and systems to ensure they remain effective efficient and equitable This innovative textbook is designed for students of public affairs at every level who need to know and understand how technology can be applied in today s public management workplace The book explores the latest trends in technology providing real life examples about the need for policies and procedures to safeguard technology infrastructure while providing greater openness participation and transparency In Technology and Public Management Second Edition author Alan Shark informs engages and directs students to consider best practices with new material on emerging technology data management and analytics artificial intelligence and cybersecurity This thoroughly updated second edition explores A broad range of technologies on which government nonprofit partners and citizens depend upon to deliver important infrastructure including security education public health and personal healthcare transit and transportation culture and commerce Growing mistrust in government and the role technology can play in ameliorating it Emerging and adapted technologies to help government achieve ambitious goals including drawing carbon out of the atmosphere empowering students everywhere to learn effectively at home or at school improving healthcare providing affordable housing enabling agriculture to keep pace with population growth and improving scores of other public services The critical insights and management skills needed to argue for investments in information technology as necessary priorities for our public organizations to improve public services and resources This reader friendly and jargon free textbook is required for students enrolled in public administration and nonprofit management programs as well as for practicing public administrators looking for a better understanding of how technology may be successfully and responsibly used in public organizations It is equally valuable as a text for MBA studies social work education public health and other degree programs that produce graduates who will work with and within those organizations that deliver public services

Cyber-Investing David L. Brown,Kassandra Bentley,1997-03-14 Written by the creator of one of the top online financial information services on the market this new edition brings Cyber Investing up to date with revised Windows format software a new Cyber Investing Kit that includes free offers plus updated graphs and tables and an entirely new chapter on the Internet

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