CUSTOMER SERVICE

A Practical Approach



ELAINE K. HARRIS

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explains practical business analytics through examples covers the steps involved in using it correctly and shows you the context in which a particular technique does not make sense Further Practical Business Analytics using R helps you understand specific issues faced by organizations and how the solutions to these issues can be facilitated by business analytics This book will discuss and explore the following through examples and case studies An introduction to R data management and R functions The architecture framework and life cycle of a business analytics project Descriptive analytics using R descriptive statistics and data cleaning Data mining classification association rules and clustering Predictive analytics simple regression multiple regression and logistic regression. This book includes case studies on important business analytic techniques such as classification association clustering and regression The R language is the statistical tool used to demonstrate the concepts throughout the book What You Will Learn Write R programs to handle data Build analytical models and draw useful inferences from them Discover the basic concepts of data mining and machine learning Carry out predictive modeling Define a business issue as an analytical problem Who This Book Is For Beginners who want to understand and learn the fundamentals of analytics using R Students managers executives strategy and planning professionals software professionals and BI DW professionals Crisis Management in the Food and Drinks Industry: A Practical Approach Colin Doeg, 2006-06-18 Few titles could be timelier than the second edition of Crisis Management in the Food and Drinks Industry A Practical Approach The world is worrying about a human pandemic arising from the avian flu epidemic that is spreading from the Far East the implications of which could be as great for the food industry as were the outbreaks of foot and mouth disease and BSE This practical and greatly expanded edition by media and public relations veteran Colin Doeg focuses on the communications aspects of dealing with a crisis It is global in its coverage of the subject reviewing practices and requirements in countries ranging from the USA and the UK to Australia and New Zealand Doeg offers advice ranging from preparing for the unthinkable to the dramatic expansion of the Internet avoiding being caught off guard by a situation the ramifications of product tampering and managing an actual crisis Advice is also offered on dealing with extremist organizations and terrorist threats as well as bioterrorism a clear and present danger and a number of problems facing the food industry including the practice of selling meat unfit for human consumption and the threat posed by the increasing toxicity of fish due to the rising pollution of the world's oceans In a special late chapter written only three months before publication the author looks ahead to events which he believes will shape the world of crisis management in the future including the empowering influence of the Internet during the 2004 Asian Tsunami the discovery of the illegal dye Sudan 1 Red in millions of food products and the fears of a pandemic arising from the spreading outbreak of avian flu Examples of typical documents like a crisis plan for a business a crisis checklist a press release announcing a product recall an announcement to employees and a checklist for anyone dealing with a threatening phone call are provided Also included is a list of sources of information and assistance in the event of a product crisis Crisis Management in the Food and Drinks

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