



Developing Technologies in E-Services, Self-Services, and Mobile Communication: New Concepts

Ada Scupola

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Central to the study of e-services is the ability to evaluate critical success factors, which include quality, effectiveness, accessibility, and societal implications.

Developing Technologies in E-Services, Self-Services, and Mobile Communication: New Concepts presents perspectives on the management, delivery and consumption, and creation of new e-services technologies and tools. This book reviews specific e-services such as e-banking and e-health initiatives and offers new perspectives useful to industry professionals and academicians interested in the creation, application, and evaluation of a number of different mobile and electronic services.

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