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Oracle Business Intelligence 11g Developers Guide Mark Rittman 2012-09-22 Master Oracle Business Intelligence 11g Reports and Dashboards Deliver meaningful business information to users anytime, anywhere, on any device, using Oracle Business Intelligence 11g. Written by Oracle ACE Director Mark Rittman, Oracle Business Intelligence 11g Developers Guide fully covers the latest BI report design and distribution techniques. Find out how to execute effective queries, build accurate models, use scorecards and KPIs, create dynamic reports, set up dashboards, and publish to smartphones and wireless devices. This Oracle Press guide contains comprehensive details on Oracle Exalytics In-Memory Machine, the best-in-class, preintegrated BI platform. Install or upgrade to Oracle Business Intelligence 11g Develop and manage custom Oracle Business Intelligence repositories Access relational, file, and multidimensional data sources Design print-quality reports with Oracle Business Intelligence Publisher Create web-enabled analyses, dashboards, and visualizations Integrate with other applications using Oracle Business Intelligence 11g Action Framework Employ authentication, authorization, and row-level security Configure and deploy Oracle Exalytics In-Memory Machine

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An Intelligent Customer Complaint Management System with Application to the Transport and Logistics Industry Alireza Faed 2013-06-12 This thesis addresses the issue of customer complaints in the context of Customer Relationship Management (CRM). After a comprehensive survey of the current literature on CRM, the thesis describes the development of a new intelligent CRM (I-CRM) framework, which integrates text analytics, type mapping, SPSS, structural equation modeling, and linear and fuzzy approaches. This new methodology, in contrast to previous ones, is able to handle customer complaints with respect to different variables, thus allowing organizations to find their key customers and key complaints, and to address and provide solution to the major complaints of the key customers, hence promoting business development. The thesis also describes the successful application of the method to a real-world case, represented by the immeasurable truck drivers complaints at the Fremantle port in Western Australia.

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Implementing SAP® CRM Vivek Kale 2014-12-03 In today's competitive business environment, most companies realize that the better they can manage their customer relationships, the more successful they will become. Customer Relationship Management (CRM) software systems are key tools for companies to manage the customer-facing processes of their businesses. However, many companies have resisted implementing this most critical customer-oriented application due in large part to the lack of a single-point resource on implementing a CRM system. This book attempts to fill that gap. Implementing SAP® CRM will help technologists and managers come to grips with the vision, concept, and technology of CRM. It begins by laying out the groundwork for understanding CRM. It explains the concept and context of CRM and the tangible business benefits of CRM adoption. Demonstrating a professional approach to the evaluation and selection of SAP, it details the critical success factors (CSFs), patterns, and anti-patterns of a successful SAP CRM implementation. CRM implementations can add significant benefit to the company's bottom line only if the company first transforms itself into a customer-centric and customer-responsive enterprise. This book explains what it means to be a customer-centric and responsive enterprise, and provides a framework for business operations based on customer relationships, rather than the traditional four Ps (product, positioning, price, promotion). It further spells out business process reengineering (BPR) strategies to configure internal business processes and operations with SAP CRM to improve customer-facing strategies, services, and relationships.

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Migrating to the Cloud Tom Laszewski 2011-10 Provides information on the tools, strategies, and methods on planning and performing a database, desktop application, or IT infrastructure migration.

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Securing the Borderless Network Tom Gillis 2010-04-09 Securing the Borderless Network reveals New techniques for securing advanced Web 2.0, virtualization, mobility, and collaborative applications Today's new Web 2.0, virtualization, mobility, telepresence, and collaborative applications offer immense potential for enhancing productivity and competitive advantage. However, they also introduce daunting new security issues, many of which are already being exploited by cybercriminals. Securing the Borderless Network is the first book entirely focused on helping senior IT decision-makers understand, manage, and mitigate the security risks of these new collaborative technologies. Cisco® security technology expert Tom Gillis brings together systematic, timely decision-making and technical guidance for companies of all sizes: information and techniques for protecting collaborative systems without compromising their business benefits. You'll walk through multiple scenarios and case studies, from Cisco Webex® conferencing to social networking to cloud computing. For each scenario, the author identifies key security risks and presents proven best-practice responses, both technical and nontechnical. Securing the Borderless Network reviews the latest Cisco technology solutions for managing identity and securing networks, content, endpoints, and applications. The book concludes by discussing the evolution toward "Web 3.0" applications and the Cisco security vision for the borderless enterprise, providing you with a complete security overview for this quickly evolving network paradigm.

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Compliance Risk Management: Developing Compliance Improvement Plans Mr. John D Brondolo 2022-03-18 All tax administrations seek to maximize the overall level of compliance with tax laws. Compliance improvement plans (CIPs) are a valuable tool for increasing taxpayers' compliance and boosting tax revenue. This note is intended to help tax administrations develop a CIP, by providing guidance on the following issues: (1) how to identify and rate compliance risks; (2) how to treat risks to achieve the best possible outcome; and (3) how to measure the impacts that treatments have had on compliance outcomes.

Implementing Oracle Fusion General Ledger and Oracle Fusion Accounting Hub Anil Passi 2016-05-27 This Oracle Press guide shows how to implement key modules of Oracle Fusion Financials—General Ledger and Financials Accounting Hub—covering both the functional and technical aspects of this complete financial management solution. Implementing Oracle Fusion Applications General Ledger & Financials Accounting Hub covers the core Oracle Financials products and components. All Oracle Financials products use Financials Accounting Hub “under the hood”, and this topic is featured in detail. The author team uses a sample deployment to illustrate the best practices and common pain-points an internal staff or outside consultant would experience. They show multiple ways of leveraging this complex suite of products within the heterogeneous data environment of real-world companies. The team explains and demonstrates the key concepts at the right level to reach the broadest audience. Complete coverage of Oracle Fusion General Ledger and Accounting Hub Fills the gap in Oracle documentation for this product Explains how Oracle Fusion implementation will meet the needs and expectations of technical decision-makers and senior management Authors have years of practical experience with custom development on Oracle Fusion technology and teaching those skills to others

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