



# Self Service in the Internet Age: Preliminary Entry 800: Expectations and Experiences (CSCW: Computer Supported Cooperative Work) (Hardback) - Common

Edited by Celia Romm Livermore, Edited by Fay Sudweeks Edited by David Oliver

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This book focuses on an aspect of eCommerce that has not been researched - the role the Internet plays in transforming the relationship between companies and customers. It provides a ground-breaking, time sensitive contribution to the literature in eCommerce.



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