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Social Commerce Efraim Turban, Judy Strauss, Linda Lai, 2015-11-17 This is a multidisciplinary textbook on social commerce by leading authors of e commerce and e marketing textbooks with contributions by several industry experts It is effectively the first true textbook on this topic and can be used in one of the following ways Textbook for a standalone elective course at the undergraduate or graduate levels including MBA and executive MBA programs Supplementary text in marketing management or Information Systems disciplines Training courses in industry Support resources for researchers and practitioners in the fields of marketing management and information management. The book examines the latest trends in e commerce including social businesses social networking social collaboration innovations and mobility Individual chapters cover tools and platforms for social commerce supporting theories and concepts marketing communications customer engagement and metrics social shopping social customer service and CRM contents the social enterprise innovative applications strategy and performance management and implementing social commerce systems Each chapter also includes a real world example as an opening case application cases and examples exhibits a chapter summary review questions and end of chapter exercises. The book also includes a glossary and key terms as well as supplementary materials that include PowerPoint lecture notes an Instructor's Manual a test bank and five online tutorials **Electronic Commerce 2018** Efraim Turban, Jon Outland, David King, Jae Kyu Lee, Ting-Peng Liang, Deborrah C. Turban, 2017-10-12 This new Edition of Electronic Commerce is a complete update of the leading graduate level advanced undergraduate level textbook on the subject Electronic commerce EC describes the manner in which transactions take place over electronic networks mostly the Internet It is the process of electronically buying and selling goods services and information Certain EC applications such as buying and selling stocks and airline tickets online are reaching maturity some even exceeding non Internet trades However EC is not just about buying and selling it also is about electronically communicating collaborating and discovering information It is about e learning e government social networks and much more EC is having an impact on a significant portion of the world affecting businesses professions trade and of course people The most important developments in EC since 2014 are the continuous phenomenal growth of social networks especially Facebook LinkedIn and Instagram and the trend toward conducting EC with mobile devices Other major developments are the expansion of EC globally especially in China where you can find the world's largest EC company Much attention is lately being given to smart commerce and the use of AI based analytics and big data to enhance the field Finally some emerging EC business models are changing industries e q the shared economy models of Uber and Airbnb The 2018 9th edition brings forth the latest trends in e commerce including smart commerce social commerce social collaboration shared economy innovations and mobility

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