

EVOLUTION OF TELECOMMUNICATION SERVICES THE CONVERGENCE OF TELECOM AND INTERN

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How did telecommunications evolve? The history of telecommunication began with the use of smoke signals and drums in Africa, the Americas and parts of Asia. In the 1790s, the first fixed semaphore systems emerged in Europe; however it was not until the 1830s that electrical telecommunication systems started to appear.

What is convergence of telecommunication and computing? Key Points
Convergence: Convergence is the merging of two or more technologies or industries into a single entity. In the context of computing, telecommunication, and media, convergence refers to the integration of these three industries into a single, digital ecosystem.

Who invented the first telecommunication? Over several years starting in 1894, the Italian inventor Guglielmo Marconi worked on adapting the newly discovered phenomenon of radio waves to telecommunication, building the first wireless telegraphy system using them. In December 1901, he established wireless communication between St.

What is telecommunication and examples? Telecommunications is the technology of sending signals and messages over long distances using electronic equipment, for example by radio and telephone.

How has the internet and telecommunications changed society? The Internet has removed all communication barriers. Online, the conventional constraints of space and time disappear and there is a dizzyingly wide range of communicative possibilities. The impact of social media applications has triggered discussion of the “new communication democracy.”

What are the 4 contributions of telecommunication? Answer. Answer: Economic Growth, Innovation, Communication, and Participation or Development.

What is convergence in computer science? Technological convergence is a term that describes bringing previously unrelated technologies together, often in a single device. Smartphones might be the best possible example of such a convergence.

What are the convergence technologies used in communication? Media convergence describes the process by which computer devices and digitalization bring together various media technologies. Devices such as smartphones, tablets, smart TVs, and smart automobiles spur and facilitate this process.

What is a benefit of telecom services convergence for business? Converging networks onto a single platform enables organizations to transmit data, internet protocol communications, and phone services over one interface. The benefits of single converged networks include enhanced efficiency, performance, security, and support for advanced services like VoIP and IoT applications.

What are the four types of telecommunication networks? The trend is evident in the Internet, cellular (mobile), wireless and wired local area networks (LANs), and personal area networks. This development is the consequence of rapid advances in the development of metal-oxide-semiconductor technology.

What is the difference between communications and telecommunications? COMMUNICATIONS. A site for the transmission, transfer, or distribution of telephone service and related activities. TELECOMMUNICATIONS. A structure built exclusively to support one or more antennae for receiving or transmitting electronic data or telephone communications.

What are the basic concepts of telecommunication? Telecommunication is the exchange of signals, signals, messages, words, drawings, images and sounds or
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information of any nature by wire, radio, optical or other electromagnetic systems. A complete, single telecommunications circuit consists of two stations, each equipped with a transmitter and a receiver.

Is wifi considered telecommunications? Any type of communication that happens through wired or wireless sending and receiving of data is a form of telecom, from email and IM to VoIP, video calls, and voice calls. Whether you have Wi-Fi, Fiber, 5G, or mobile data, it's all telecoms.

What is the difference between IT and telecommunications? To put it in simple terms, information technology is the exchange of data using computers, while telecommunications provides a way of communication between one person and another also using technology.

Which Technology is used in telecommunication? Modern telecom networks are made up of many different and interconnected technologies. However, in simple terms, there are three basic technologies currently being used, namely mobile, fibre and legacy. This currently includes 5G (5GC / 5G-NR) and 4G (LTE) for customers with mobile devices.

How has telecommunications evolved? Digital technologies such as packet switching and data compression have transformed the way data is transmitted, allowing for faster and more reliable communication across vast distances. The emergence of the internet marked a watershed moment in the evolution of telecommunication.

What is the evolution of communication technology? From ancient verbal exchanges and carrier pigeons to the printing press, telegraph, and telephone, each innovation has transformed how we connect and share information. The emergence of radio, television, and the internet further democratized communication, shaping societies and cultures worldwide.

What are the drawbacks of the internet?

How has telecommunications affected society? Information technology and telecommunications have become a fundamental part of society, including how businesses operate. Even the most basic of business processes and functions now

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require telecommunication to complete them successfully and in a way that allows them to stay competitive.

Why is telecommunication important in today's world? We use telecommunications technologies to communicate, we use it in the delivery of medical science – be that using Electronic Health Records, telephone / zoom consultancies with doctors, telemedicine – including the ability for people living remotely to have scripts filled out using apps, or to consult with doctors ...

Who are the big three in telecommunication? Key Players in the Telecom Industry T-Mobile US, Inc. (NASDAQ:TMUS), Verizon Communications Inc. (NYSE:VZ), and Comcast Corporation (NASDAQ:CMCSA) are among the biggest telecom companies in the United States.

Why did the telephone evolve? A society that conversed by letter and telegram couldn't see, at first, the need for a voice communication network. But then people picked up on the telephone's game-changing potential for doing business, exchanging gossip, calling an ambulance, and making dinner reservations.

Who made advances in telecommunications? Alexander Graham Bell made the first telephone call in 1876. Less than 20 years later, Guglielmo Marconi invented the “wireless telegraph,” or what came to be known as radio. Within a century, Western Union, the old telegraph company, launched America's first domestic communications satellite into space.

What important development in telecommunications took place in the 1960s? The 1960s saw fundamental advances in four important areas of communications technology: data transmission through the analog voice channels of the telephone network, computer networking, satellite communications, and lasers and optical fibers.

How did the telephone transform communication? The telephone allowed for instant communication, regardless of distance. This had a profound impact on personal relationships, as people could now maintain contact with friends and family who lived far away.

Which product is known as black diamond? Coal is also known as black diamond because it is as valuable as diamond. Coal is the basic raw material for power plants. Thermal power plants need coal for combustion and the energy released is further used for generating the electric power. Coal is a fossil fuel.

Which applied materials new deposition tool enables copper wires to be used for 2nm and beyond? Looking to combat that effect, this week Applied Materials introduced its new Applied Endura Copper Barrier Seed IMS with Volta Ruthenium Copper Vapor Deposition (CVD) tool, which enables chipmakers to keep using copper for wiring with 2 nm-class and more advanced process technologies.

Where is black diamond products made? Because of this, the creation of Black Diamond is a process that will never end. Today, you can find us at the base of the Wasatch Mountains in Salt Lake City, Utah, where we are immersed in our commitment to designing and engineering the most innovative mountain equipment in the world.

Why are black diamonds so cheap? Black diamonds, however are more affordable than other white or coloured diamonds, in large due to the fact that they are less in demand. They are also completely opaque and cannot be graded according to their colour intensity as they are only found naturally in one colour – fancy black.

What is the new technology in applied materials? “Applied's newest integrated materials solution enables the industry to scale low-resistance copper wiring to the emerging angstrom nodes, while our latest low-k dielectric material simultaneously reduces capacitance and strengthens chips to take 3D stacking to new heights.”

What ductile metal is used to make wires? Copper is extremely ductile, showing total elongation before fracture of up to 60%. Today, because of its conductive properties, copper is most commonly used in electrical applications such as wiring.

Which of the following materials is often used for creating metal lines in a semiconductor chip? Aluminum is the most common material for metal interconnects in semiconductor chips. The metal adheres well to the oxide layer (silicon dioxide) and is easily workable.

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Is Black Diamond owned by Kraft? Black Diamond employs approximately 470 people at its factory in Belleville, Ontario, and its products can be found at most major retailers in Canada. The company has been owned by Parmalat Canada (Lactalis Canada) since 1998.

Who is the CEO of Black Diamond company? Trevor Haynes co-founded Black Diamond Group in 2003 and has been the President and CEO since inception. Trevor is responsible for the overall success of Black Diamond Group, including the company's business strategy and vision, and fostering a high integrity, high performance leadership culture.

Is Black Diamond an ethical company? Black Diamond is a founding member of the Outdoor Industry Association's Climate Action Corps, advocating for sustainable recreation practices, trade policy, ethical business innovation and increasing outdoor participation.

What are the disadvantages of black diamonds?

Why would anyone want a black diamond? Black diamonds have a unique, mysterious beauty. With their rich depth, black diamonds can add a dramatic touch to engagement rings, wedding bands, earrings, and many other types of fine jewelry.

Where are black diamonds mined? The term carbonado was coined by the Portuguese in Brazil in the mid-18th century; it's derived from its visual similarity to porous charcoal. Black diamonds are found only in Brazil and the Central African Republic.

Which thing is called a black diamond? A black diamond is an impure form of a diamond. The density of black diamonds is very high. It is a polycrystalline form of diamond that consist of graphite/amorphous Carbon/diamond. Coal is known as a black diamond thus it has wide applications in industries.

What is black diamond known for? Black diamonds, known as "Carbonados," are unique and stand out from traditional diamonds. Their opaque surface and symmetrical structure give them a mysterious and elegant look. The vibrant reflection and subtle sparkle make black diamonds popular among fancy color diamond.

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What is considered a black diamond? A curious stone often referred to as "black diamond," carbonado is more accurately described as a polycrystalline or aggregate diamond material of amorphous carbon, graphite, and diamond. This polycrystalline variety of diamond has greater durability than crystalline diamond and is used primarily in industry.

What is black diamond in food? Black Diamond apples (*Malus Domestica*) are a rare variety of Chinese Red Delicious, also called Huaniu, that are grown in a mountainous region of Tibet. Their skin is dark purple, like a plum, almost black. The flesh inside is white. They are rumored to have a bold, sweet flavor—but it's nearly impossible to try them.

The Living Company According to Arie de Geus

Q: Who is Arie de Geus? A: Arie de Geus was a Dutch organizational theorist and former head of planning at Shell International Petroleum. He is renowned for his concept of "The Living Company."

Q: What is The Living Company? A: The Living Company is a metaphor for organizations that are able to adapt and thrive in a rapidly changing environment. de Geus believed that organizations should be self-renewing and capable of "learning to learn."

Q: What are the characteristics of a Living Company? A: According to de Geus, Living Companies have several key characteristics:

- They are organized around purpose rather than profit.
- They encourage experimentation and innovation.
- They foster a culture of learning and continuous improvement.
- They have a long-term, future-oriented perspective.
- They are resilient and adaptable in the face of change.

Q: How do organizations become Living Companies? A: de Geus proposed that organizations could become Living Companies by embracing three fundamental principles:

- Decentralization: Empowering local decision-making to foster adaptability.
- Diversity: Creating a diverse workforce to bring in a variety of perspectives.
- Delegation: Trusting employees to make decisions and take responsibility.

Q: What are the benefits of being a Living Company? A: Living Companies are well-positioned to thrive in complex and uncertain environments. They are more likely to:

- Innovate and create new products and services.
- Adapt to changing market conditions.
- Attract and retain top talent.
- Build strong customer relationships.
- Ultimately, achieve long-term success and sustainability.

How to measure CSAT and NPS? How to calculate CSAT. To calculate your CSAT score, count the total number of satisfied (ratings of 4) and very satisfied (ratings of 5) customers, then divide by the total number of survey responses. Multiply by 100 to get the percentage.

Is NPS a measure of customer satisfaction? Net promoter score, or 'NPS', is a way of measuring customer satisfaction. It presents customers with a simple survey, then feeds their answers into a formula to produce a single figure for benchmarking.

What is CES customer satisfaction? Customer effort score (CES) is a single-item metric that measures how much effort a customer has to exert to get an issue resolved, a request fulfilled, a product purchased/returned or a question answered.

How to measure customer satisfaction score? CSAT formula: Detailed customer satisfaction score To calculate the percentage of satisfied customers, divide the total number of customers who are “very satisfied” (5) or “satisfied” (4) by the total number of responses. Then, multiply that result by 100 to get your customer satisfaction percentage.

What is CES vs CSAT vs NPS? NPS gives you an overview of how customers are feeling towards your company, and if there are larger issues. CSAT then evaluates

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how satisfied customers are with specific interactions or processes, CES sees how pain-free it is for customers to interact with you.

How to measure CES? Generally, you can calculate CES if you divide the total ratings by the total number of survey responses.

What are the metrics for customer satisfaction? Some of the most commonly used satisfaction metrics include Net Promoter Score (NPS), Customer Satisfaction Score (CSAT), Customer Effort Score (CES), Churn Rate, and Customer Lifetime Value (CLV).

What is a better measure than NPS? Surveys such as Customer Effort Score or Voice of Customer surveys can bypass the limitations of NPS and provide a more comprehensive understanding of your customers' experience. In this blog post, we will explore some of the best NPS survey alternatives to help you enhance your customer experience strategy.

What is the formula for NPS customer satisfaction? The NPS Calculation Formula $NPS = \% \text{ promoters} - \% \text{ detractors}$. For example, if 50% of respondents are Promoters, 10% are Detractors, and 40% are passives, your NPS would be $50 - 10 = 40$. Use the Excel template below to calculate your score automatically.

What is a good CES score? The rule of thumb is to aim for an average of 5 or 6 (on a 7-point scale). A perfect score of 7 likely means customers didn't put in the effort to rate the business honestly.

What is the CES methodology? CES is calculated by the percentage of customers that at least "somewhat agree" (those who give a 5 or above) that the company made it easy to resolve their issue. There's a much bigger opportunity to build loyalty if customers can move out of active disagreement or neutral territory.

What is a good CSAT score? While CSAT scores vary by industry, a good score typically falls between 75% and 85%. Since CSAT measures only your promoter scores, obtaining a near-perfect score is difficult. Having a score of 75% means that three out of every four customers gave you a positive score instead of a negative or neutral one.

What is the best scale to measure customer satisfaction? The 5-point scale is a popular choice for customer satisfaction surveys, offering a balance between simplicity and granularity. This scale often aligns with the widely used Likert scale, making it easy to compare your results with other survey findings.

Is CSAT the same as NPS? The core difference between the two customer experience metrics is that they describe different elements of the customer experience. CSAT measures customer satisfaction with regards to a product or service, whereas NPS is best used to measure the overall relationship the customer has with an organization.

What is the tool to measure customer satisfaction? The most popular customer satisfaction metrics include your CSAT, CES, and NPS scores. They tell you how well you are succeeding in making your customers happy. It's also a good indicator of customer retention. Customer satisfaction is measured by well-timed and targeted surveys.

Why CES is better than NPS? The benefits of Customer Effort Score Unlike NPS, a higher CES score is a definite sign you're moving in the right direction. More customers indicating that they're able to resolve their issues more easily is always a net positive improvement.

What are the 3 categories of NPS?

What is a good NPS score? The creators of the NPS metric, Bain & Company, say that although an NPS score above 0 is good, above 20 is great and above 50 is amazing. Anywhere above 80 is the top percentile. However, it's important to note that a good NPS score depends on whether you're using the absolute or relative NPS method.

How to measure customer satisfaction? How do you measure customer satisfaction level? Customer satisfaction level can be measured through methods like customer surveys, Net Promoter Score (NPS), online reviews, customer complaints, and repeat business.

What is the difference between CES and CSAT? Unlike CSAT and NPS, which measure customer satisfaction and loyalty, CES measures the effort customers must

exert in order to resolve issues or accomplish specific tasks. Like the other two metrics, CES is based on a one-question survey.

What are CES performance metrics? Customer Effort Score, or CES, is a metric that measures a product or service's ease of use to customers. The score is derived from a customer satisfaction survey and it reflects the amount of effort a customer had to exert to use a product or service, find the information they needed, or get an issue resolved.

What is the best KPI for measuring customer satisfaction? Net Promoter Score® (NPS®) The Net Promoter Score is a metric that businesses use to monitor levels of customer loyalty. Brands all across the world now consider measuring NPS to be the leading method of tracking customer loyalty.

What 3 metrics best measure customer success?

What are the 4 metrics of customer service? Customer Satisfaction (CSAT) Customer Effort Score (CES) Net Promoter Score (NPS) Social media metrics.

Is CSAT or NPS better? CSAT measures customer satisfaction with regards to a product or service, whereas NPS is best used to measure the overall relationship the customer has with an organisation.

How to calculate NPS and CSAT? A good CSAT score is between 60-80%, with scores above 80% considered excellent. NPS (Net Promoter Score) measures the likelihood of customers recommending a product or service on a scale of 0-10. NPS is calculated by subtracting the percentage of detractors from the percentage of promoters.

What is replacing NPS? The main alternatives customer satisfaction measures are: Customer Satisfaction Score (CSAT) Customer Effort Score (CES) Customer Churn.

How do you quantify CSAT? A simpler and most common way to calculate CSAT is to just take the number of "Very Satisfied/Satisfied" results, divide it by the number of total respondents, and then multiply it by 100.

How do you measure NPS? How do you calculate Net Promoter Score? It's simple to calculate your final NPS score – just subtract the percentage of Detractors from

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the percentage of Promoters. For example, if 10% of respondents are Detractors, 20% are Passives and 70% are Promoters, your NPS score would be $70 - 10 = 60$.

What is the best way to display NPS score?

How do you measure employee NPS? HR can measure eNPS by asking employees to rate the likelihood of recommending their company on a scale of 0 to 10, with 0 being “not at all likely” and 10 being “extremely likely.” The score is calculated by subtracting Detractors (employees who score 0-6) from Promoters (employees who score 9 and 10).

What is a good CES score? The rule of thumb is to aim for an average of 5 or 6 (on a 7-point scale). A perfect score of 7 likely means customers didn't put in the effort to rate the business honestly.

Is CSAT a metric or KPI? CSAT is the best single KPI for measuring the quality of the service provided and tracking how your team is performing against this goal. All other important Customer Support metrics (like First Response Time (FRT) and Average Resolution Time (ART)) ultimately feed into a team's CSAT score.

What is the 5-point customer satisfaction scale? 1-5 Satisfaction Scale. The 1-to-5 satisfaction scale is used for measuring customer satisfaction or dissatisfaction with a specific product, service, or experience. The 5-point scale goes from very dissatisfied to dissatisfied to neutral to satisfied, and very satisfied.

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How do you calculate NPS manually? Add up the detractors—those who scored 0 to 6 (included). Divide the number of promoters by the total number of responses to

calculate the percentage. Repeat this process for detractors. Apply the NPS formula: percentage of promoters minus percentage of detractors.

What is the best NPS scale?

How do you benchmark NPS score?

What is NPS in customer service? Net Promoter Score® (NPS) is a measure used to gauge customer loyalty, satisfaction, and enthusiasm with a company, calculated by asking customers one question: “On a scale from 0 to 10, how likely are you to recommend this product/company to a friend or colleague?” Aggregate NPS scores help businesses improve upon ...

What is the KPI NPS score? NPS score tracks the number of satisfied customers who are likely to recommend your product or service. In contrast, the viral coefficient measures the number of customers actually recommending or inviting people to use your product or service. As such, NPS is more of a leading indicator than viral coefficient.

What is the key question to measure NPS? The standard NPS question is “how likely are you to recommend us on a scale from 0 to 10,” but you don't need to limit yourself to asking it verbatim. For the open-ended question that follow, there are also different ways to get feedback from your customers.

When should you measure NPS? Once you reach a point where you have a stable product and a small but steady stream of customers, you're approaching the right time to start measuring NPS. This typically happens after you've validated your product/market fit and are beginning to see repeat customers.

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