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		Business—Data processing
		Electronic commerce
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	Nota di contenuto	1. Introduction -- 2. Experience Management -- 3. Representing Experience -- 4. Assessing Experience Utility -- 5. Representing Knowledge for Adaptation -- 6. User Communication -- 7. Experience Retrieval -- 8. Experience Adaptation -- 9. Developing and Maintaining Experience Management Applications -- 10. Experience Management for Electronic Commerce -- 11. Experience Management for Self-Service and Help-Desk Support -- 12. Experience Management for Electronic Design Reuse.
	Sommario/riassunto	This book deals with experience management in the context of real-world applicability and realistic applications. A particular focus is given

by the requirements that arise in complex problem solving and by the fact that modern experience management must be implemented as Internet-based applications. Concrete application areas that are discussed in this book are electronic commerce, diagnosis of complex technical equipment, and electronic design reuse. This book explores how experience management can be supported by information technology, especially by techniques that stem from knowledge-based systems, case-based reasoning, machine learning, and process modeling. It surveys different methods in a unified terminology and investigates them with respect to application requirements. Further, the process of application development and maintenance is highlighted, pointing out successful practically proven ways for obtaining and operating experience management applications.