

Communication technology

Technology



**ASSIGN
BUSTER**

In a business presentation, the presenter provides the audio by speaking, and supplements it with a series of images projected onto a screen, either from a slide projector, or from a computer connected to a projector using presentation software. In our customer service class we used Keep to show a way of presenting audio-visual. Using Keep you can have a spoken conversation with someone over the Internet using the software application Keep, also viewing by WebMD. Keep is a premium voice-over-IP service and instant messaging client, currently developed by the Microsoft Keep Division. The name was derived from "sky" and "peer".

Keep was first released in August 2003. We used the application keep to call a group in a different country. Firstly we introduced ourselves with our title. After that we passed the tablet around the room and spoke to a different group each. This was a good way to see how audio-visual works and a good way for communicating with people no matter where they are. Conference Calls: A conference call is a telephone call in which more than two people participate. This is where a person who is initiating the call would have more than one person on the line, either listening or interacting/conversing.

It is sometimes called TACT (Audio Tell- Conference). Conference calls are used all over the world especially by business people who would like to speak to more than one company at one time allowing other company to communicate with each other also through the one phone call and allowing them to contact other business people abroad. In our customer service class we made a conference call with two different groups of people who were in a different class room. We were all able to communicate at once and it was an

excellent example of being able to do a conference call. Emailing: 1 OFF since 1993.

Email is a method of exchanging digital messages from an author to one or more recipients. Email servers accept, forward, deliver, and store messages. Neither the users nor their computers are required to be online simultaneously; they need connect only briefly, typically to a mail server, for as long as it takes to send or receive messages. Emailing is used by everyone all over the world such as business people and everyday people. In our customer service class we used e-mail to learn how to respond appropriately to a compliment or a complaint. We learnt how to use the correct tone and language while we were sending an e-mail.

Amadeus is an example of how we used e-mail. A contact contacted all of us in Amadeus through e-mail as she was looking for a holiday, we all then had to research information for our client and send them the details through e-mail. This was an excellent way of showing us how to contact someone without having to use a telephone and is more of an effective way. How is communication technology beneficial in the tourism industry?

Communication technology is very beneficial in the tourism industry as it's an effective way for business or tourism companies to interact with other business companies around the world.

Tourism industries can advertise their companies through e-mail and keep calls making it easier for the world to see what they offer. Communication technology is important for marketing purposes in a business as the business can use conference calls to call other companies and talk about their

company and what they have to offer. Airlines also use communication technology as an effective way to remote their business and to e-mail passengers their flight details, if there has been any flight changes and telling its customers their deals.

How could a conference phone call be used in the tourism industry? A conference call can be used in the tourism industry to contact other tourism companies anywhere around the world, showing the other companies their offers. It may also be used for family or friends. You can contact them wherever they are in the world, to speak to them and see them. References: [www. Wisped. Com](http://www.wisped.com) [http://www. Unite-conferencing. Com/what-is-conference-calling. HTML](http://www.unite-conferencing.com/what-is-conference-calling.html)