

A Study on the Market Potential of VoIP Customer-Premises Equipment

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ABSTRACT

This study empirically examines the relationship between job standardization and internal service quality. In addition, this paper speculates that task uncertainty, charismatic leadership and innovative organizational culture moderate the association between job standardization and internal service quality as perceived by contact-customer employees. Information technology is innovating very fast, internet networks infrastructure was cost down, voice over IP (VoIP) have replaced the traditional phone. However, networks phone had a great effect upon other industries, it's a to claimed research industry. This thesis used auto regressive-integrated-moving average (ARMA) to analysis the related industry that explained these results. In summary, we hope provide some suggests for the manufacturers in the future, let VoIP manufacturers have a documentary to manufacture client devices at four issues that makes more profits.

Keywords : voice over IP, VoIP ; auto regressive-integrated-moving average, ARMA

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