Oftentimes used without the hyphen, the “e” originally stood for “electronic,” as in “online.” Today the term is used rather freely to describe any situation or solution that has made the migration from real world to the Internet. (Passi et al., 2005)

**E-Administration:** See *Electronic Administration.*

**E-Administrator:** See *Electronic Administrator.*

**E-ASEAN**
A concept capturing the essence of the intent to establish electronic links at all levels between ASEAN countries. (Sanzogni & Arthur-Gray, 2005)

**E-Assessment Project:** See *Electronic Assessment Project.*

**E-Auction:** See *Electronic Auction.*

**E-Bario Project**
A research initiative undertaken by the Universiti Malaysia Sarawak (UNIMAS) to demonstrate the many ways in which ICT can be used to help marginalized and remote communities in Malaysia to develop socially, culturally, and economically. (Gnaniah, Songan, et al., 2005)

**E-Bedian Project**
A research initiative by the Universiti Malaysia Sarawak (UNIMAS) modeled after the E-Bario research project. (Gnaniah, Songan, et al., 2005)

**E-Business:** See *Electronic Business.*

**E-Business Change:** See *Electronic Business Change.*

**E-Business Environment:** See *Electronic Business Environment.*

**E-Business:** See *Electronic Business.*

**E-Business Change:** See *Electronic Business Change.*

**E-Business Environment:** See *Electronic Business Environment.*
E-Channel: See Electronic Channel.

E-Citizen: See Electronic Citizen.

E-Cluster: See Electronic Cluster.


E-Commerce: See Electronic Commerce.

E-Commerce Benefit: See Electronic Commerce Benefit.


E-Commerce Disadvantage: See Electronic Commerce Disadvantage.


E-Commerce Security Course: See Electronic Commerce Security Course.


E-Commerce Study: See Electronic Commerce Study.

E-Commerce System Simulation: See Electronic Commerce System Simulation.

E-Communication: See Electronic Communication.

E-Community: See Electronic Community.

E-Consultation: See Electronic Consultation.

E-Course: See Electronic Course.


E-CRM
1: A subset of CRM that focuses on acquiring a thorough understanding of an organization’s online (via the Internet) visitors and customers to create and maintain online loyalty. (Van Dyke et al., 2006)
2: The fusion of a process, a strategy, and a technology to blend sales, marketing, and service information to identify, attract, and build partnerships with customers. (Borders & Johnston, 2005)
3: A strategy that companies use to identify, manage, and improve relationships with their most profitable online customers to create long-term value for the firm when a company’s customer service operations are on the Internet, using e-mail, fax, Internet call centers, FAQs, online chats, and Web-based forums. (Gupta & Iyer, 2005)

E-CRM Analytics
The process of analyzing and reporting online visitor and customer behavior patterns with the objective of acquiring and retaining customers. (Van Dyke et al., 2006)

E-Deliberation: See Electronic Deliberation.

E-Democracy Technique: See Electronic Democracy Technique.

E-Democracy/Teledemocracy: See Electronic Democracy/Teledemocracy.

E-Discourse: See Electronic Discourse.


E-Dyad: See Electronic Dyad.

E-Education: See Electronic Education.

E-Enrollment: See Electronic Enrollment.

E-Fluentials: See Electronic Influentials.

E-Folio: See Electronic Portfolio.


E-Fulfillment: See Electronic Fulfillment.

E-Fulfillment Capability: See Electronic Fulfillment Capability.
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