



Cyberjustice: Online Dispute Resolution (ODR) for E-Commerce

Lucille M. Ponte, Thomas D. Cavenagh

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This interactive and informative book provides a concise, easy-to-understand overview of the cutting edge field of online dispute resolution (ODR), using the familiar frequently asked questions format. It examines the ODR options that reflect the speed and convenience of the Web. **KEY TOPICS** Chapter topics cover E-Commerce Disputes and the Global Web; Understanding Online Dispute Resolution; Online Negotiation, mediation, and arbitration; Online Jury Proceedings; Online Dispute Resolution System Design; and the future of ODR. For online technical and business professionals—such as computer science and information technology managers, dispute or conflict resolution professionals, customer relations managers, contracts managers, purchasing managers, Web masters, online service providers (OSPs), e-commerce entrepreneurs, and attorneys advising e-businesses.

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