

ETL System: Bulk Updating Tickets by Creating a Loader Extension
(Technical Report)

From Digital Value Medium to Legal Tender: The Implications of the
Adoption of Bitcoin as a National Currency
(STS Research Paper)

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by

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Preface

How can large-scale systems serving diverse users optimize user experience? Successful systems must adapt and meet the evolving needs of a wide range of users. While centralization can be useful in some systems, decentralization may serve the purpose in others.

How can a customer service ticketing system efficiently update thousands of tickets? Effective customer service systems are crucial for satisfying users and improving business. An experience management company must update tickets, but its methods are inefficient and time-consuming. Excessive API requests or thousands of workflows were necessary. A new loader extension was therefore added to an existing ETL (Extract, Transfer, Load) system. A design document was created and implemented for the loader extension. Testing indicated that it can update 60,000 tickets in 16 hours. Users can now update thousands of tickets with a single click and trigger an automated process within an ETL system.

How do proponents and opponents of making Bitcoin a legal tender in a sovereign nation advance their respective agendas? Bitcoin has already been accepted as legal tender by two countries, El Salvador and the Central African Republic; others may follow suit. Proponents characterize designating Bitcoin as a legal tender as an opportunity for low-income countries to join the global economy, but critics perceive the idea as a betrayal that empowers elites, promoting globalization at the expense of local economies. Both proponents and critics of Bitcoin as a national currency use social media to seek popular support.