

Wall Street Journal Customer Service

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Wall Street Journal Customer Service

The surge in customer-service requests and complaints is a consequence of Robinhood's rapid growth during a stock-market rally that has lured throngs of everyday investors to the market.

Robinhood Has a Customer Service Problem

Companies try tools that detect callers' emotions, write scripts in real-time and even pair customers with their perfect agent.

Your Call May Be Recorded (and Analyzed by a Bot)

A cyberattack on a U.S. pipeline operator has raised the profile of a form of malware in which computer systems are seized and attackers demand payment in return for unlocking the assets.

How Can Companies Cope with Ransomware?

Among grandmillennials and other creative thinkers, a mix-and-match aesthetic is giving heirloom-quality porcelain—a bargain secondhand—buzzy new appeal.

Your Grandma's Plates Are in Demand

The transaction, announced Sunday, values the cloud-based integration platform at \$4 billion including debt.

Dell Reaches Deal to Sell Boomi to TPG, Francisco Partners

The company wants an apolitical workplace. Cue the outrage.

Basecamp and the Political Bullies

At a new outlet in Times Square, customers can order and pick up food without ever interacting with a human.

Want to Grab Your Food Pickup Order From a Locker? Taco Bell Bets You Do.

Desperate Robinhood customers have taken to social media to share their anger at the company, which recently filed plans to go public and is reportedly seeking a \$30 billion valuation.

Robinhood faces dozens of lawsuits over customer service issues

Firms world-wide are expected to raise spending over the next few years on technology designed to process and analyze data on or near the device where it is generated ...

Companies Extend Cloud to the Edge

New products try to make pill-taking easier—dispensers with alerts and texts for caregivers, as well as reminder apps and presorted medicine packs—but for patients with memory loss, tech still needs a ...

Pill-Dispensing Tech Makes the Medicine Go Down...With Human Help, That Is

AT&T added cellphone users, fiber-optic internet customers and HBO viewers during the first quarter, as the economy starts to come back after a year of coronavirus-related pressure.

AT&T's Revenue Rises as Wireless Unit, HBO Add Customers

Slice, a pizza-delivery platform has generated more than \$1 billion in sales since it launched in 2010. Here's how Staten Islander Ilir Sela carved out his slice of the pie.

NYC Pizza-Delivery Startup Gets a Big Slice of the Pie

The company posted a 55% rise in quarterly profit, buoyed by its broadband and wireless-phone units that continued to add more customers.

Comcast's Profit Soars Amid Broadband, Wireless Growth

The media giant named Kelly Abcarian to be executive vice president of measurement and impact.

NBCUniversal Hires Nielsen Executive to Expand Its Measurement Work

UnitedHealth's first-quarter revenue grew 9% to \$70.2 billion and profit climbed as costs for Covid-19 care fell and membership rose in its insurance plans.

UnitedHealth Posts Stronger Quarterly Results as Membership Grows

according to a letter viewed by The Wall Street Journal. The disclosure, made in a letter to artists delivered Friday via the service's artist dashboard and sent to labels and publishers ...

Apple Music Reveals How Much It Pays When You Stream a Song

Lindsey Cohen, a retiree from Indianapolis, logged onto eBay and posted 20 Heinz ketchup packets for sale for \$8 after The Wall Street Journal reported ... forced full-service restaurants to ...

Ketchup Shortage Creates New Market for All Your Old Packets

Federal regulators said healthcare pricing data that health insurers must post under a new requirement shouldn't be blocked from web searches, issuing new guidance after The Wall Street Journal ...

Coding to Hide Health Prices from Web Searches Is Barred by Regulators

Photo illustration: Kenny Wassus for The Wall Street Journal Deal flow and valuations ... including the chat service Discord Inc. and Stationhead Inc., where users can effectively host their ...

Silicon Valley's Deal Machine Is Cranking: 'I've Never Seen It This Frenzied'

Shares of AT&T Inc. rose Thursday after the telecom giant's first-quarter results topped analyst expectations. The company's wireless division, i ...

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