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It is about identifying client expectations and how you meet or go beyond their expectations.

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amplifies customer

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CRM has brought up

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new dimensions in the field of marketing by significantly improving marketing functioning and execution. Intuitive CRM associated marketing strategies like direct marketing, web marketing, e-mail marketing etc.

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have been matured during the recent past.

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a significant impact on the marketing discipline. In an increasingly networked society where customers can interact easily with other customers and firms through social networks and other new media, the authors propose that customer

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Customer engagement is an important new development in CM.

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Customer relationship management (CRM) is the combination of practices,

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Strategies and technologies that companies use to manage and analyze customer

interactions and data throughout the customer lifecycle.

The goal is to improve customer service

relationships and assist in customer retention and drive

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Customer relationship management is the strategy a company uses to handle customer interactions. The goal of customer relationship management is to increase sales by improving customer loyalty and satisfaction. Learn

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More about the benefits to both customers and businesses of creating a customer relationship management strategy.

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Customer relationship management (CRM) is the process of managing interactions with existing as well as past and potential customers. It is one of many different approaches that allow a company to manage and analyse its own interactions

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potential customers.
It uses data
analysis about
customers' history
with a company to
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