

Oracle Hyperion Data Relationship Management Exam Study Guide

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the relationship between suppliers technology and customers is explained in this guide to customer relationship management advice is provided on how to acquire and retain customers by leveraging the latest advanced technologies and how to maintain a customer service support center in an e business environment customer lifecycle management and lifetime value customer strategy and building a business case for customer relationship management are discussed this book will prepare managers for the ec council crm exam 212 16

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to develop the long term relationships necessary to survive the intense global competition of the modern era businesses must strive to meet customers needs as never before this book is a result of an extensive research project that studied new ideas in marketing and how these strategies are being applied throughout the us and europe the case studies provided demonstrate the ability of effective crm programmes to refine customer relationships and increase their value

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customer relationship management crm offers the potential of maximised profits for today's highly competitive businesses this title describes the methods and structures for integrating crm principles into the workplace so that a strong customer relationship can be achieved

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