



SECOND EDITION

CUSTOMER RELATIONSHIP MANAGEMENT

CONCEPTS AND TECHNOLOGIES

FRANCIS BUTTLE



The Executives Guide To Customer Relationship Management Second Edition

Janice Reynolds



The Executives Guide To Customer Relationship Management Second Edition:

Cases in Call Center Management Richard Feinberg,Ko de Ruyter,Lynne Bennington,2005 Written by authorities on the call center industry this book brings to light the strategic importance of call centers in today s business world As interactions with customers move away from person to person the call center is becoming a vital force for corporate marketing and communication

The CRM Handbook Jill Dyché,2002 CRM is an integrated information system that is used to plan schedule and control the pre sales and post sales activities in an organization This text is a manager s guide to making the most of CRM techniques for enhancing customer service sales force effectiveness and marketing strategy

The Executive's Guide to Customer Relationship Management Paul Anderson,Arthur D. Rosenberg,Arthur M. Rosenberg,2000

Customer Relationship Management Francis Buttle,Stan Maklan,2015-02-11 Customer Relationship Management Third Edition is a much anticipated update of a bestselling textbook including substantial revisions to bring its coverage up to date with the very latest in CRM practice The book introduces the concept of CRM explains its benefits how and why it can be used the technologies that are deployed and how to implement it providing you with a guide to every aspect of CRM in your business or your studies Both theoretically sound and managerially relevant the book draws on academic and independent research from a wide range of disciplines including IS HR project management finance strategy and more Buttle and Maklan clearly and without jargon explain how CRM can be used throughout the customer life cycle stages of customer acquisition retention and development The book is illustrated liberally with screenshots from CRM software applications and case illustrations of CRM in practice

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Successful Customer Relationship Management Programs and Technologies: Issues and Trends Eid, Riyadh,2012-03-31 This book offers case studies methodologies frameworks and architectures and generally the cutting edge in research within the field of customer relationship management Provided by publisher

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A Practical Guide to CRM Janice Reynolds,2002-02-05 In today s global economy the customer

has more and better choices than ever before bringing on one of the biggest challenges the business community faces today customer loyalty and retention To thrive in today s customer driven economy a company need **Study Guide to**

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Customer Relationship Management Roger J. Baran,Robert J. Galka,2016-12-08 This book balances the behavioral and database aspects of customer relationship management providing students with a comprehensive introduction to an often overlooked but important aspect of marketing strategy Baran and Galka deliver a book that helps students understand how an enhanced customer relationship strategy can differentiate an organization in a highly competitive marketplace This edition has several new features Updates that take into account the latest research and changes in organizational dynamics business to business relationships social media database management and technology advances that impact CRM New material on big data and the use of mobile technology An overhaul of the social networking chapter reflecting the true state of this dynamic aspect of customer relationship management today A broader discussion of the relationship between CRM and the marketing function as well as its implications for the organization as a whole Cutting edge examples and images to keep readers engaged and interested A complete typology of marketing strategies to be used in the CRM strategy cycle acquisition retention and win back of customers With chapter summaries key terms questions exercises and cases this book will truly appeal to upper level students of customer relationship management Online resources including PowerPoint slides an instructor s manual and test bank provide instructors with everything they need for a comprehensive course in customer relationship management

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to Making Decisions about Information Systems Paul Gray, 2005-09-12 The sign of a smart IS decision The sign of a smart decision about information systems isn't based on technical details alone it's based on how well that decision contributes to the overall success of the business If you want to make your firm's investment in IS really pay off you need to approach IS from a truly managerial perspective Now with Paul Gray's Manager's Guide to Making Decisions About IS you'll learn how IS can help the organization as a whole and how to make key decisions on whether to undertake upgrade or decommission large software systems You'll also learn about the capabilities of IS such as the many uses of a data warehouse and using IS to gain competitive intelligence See the big picture The Manager's Guide to Making Decisions About IS first focuses on big picture issues such as hardware software and the Internet strategic uses of IS aligning IS with the business types of applications and inter organizational systems Make decisions on big ticket applications Gray then provides you with essential knowledge that will help you make informed decisions on big ticket applications including electronic commerce enterprise requirements planning ERP customer relationship management CRM data warehousing knowledge management and business intelligence Explore current IS issues Finally the Manager's Guide to Making Decisions About IS examines the IS issues that managers are currently facing in today's business including outsourcing systems integration supply chain people issues mergers and acquisitions infrastructure and privacy security and ethics Armed with this knowledge you'll have the confidence and understanding you need to sign off on IS decisions that will have a valuable impact on your organization

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