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Christian G. Meyer



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Social Customer Relationship Management Rainer Alt, Olaf Reinhold, 2019-08-29 Social media has received considerable attention and many potential benefits as well as concerns are now being discussed This book explores how social media can successfully support business processes in marketing sales and service in the context of customer relationship management CRM It presents the fundamentals of Social CRM and shows how small and large companies alike have implemented it In turn the book presents analytic and operational software tools that offer features for enhancing and streamlining interactions with customers The book concludes with an overview of essential design areas that businesses need to bear in mind when introducing social media into their CRM strategies In this regard it also points out key success factors limitations and data protection aspects

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