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Coupon Code Update Customer Service

Roger J. Baran, Robert J. Galka

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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.

The Updated WhatsApp Commerce Playbook For eCommerce Founders & Marketers: Sell More, Grow More & Build More Aries Ram, 2025-04-16

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Jan Zimmerman, Deborah Ng, 2012-10-10

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