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by Devin & Jamie

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management ...

CRM stands for Customer Relationship Management. It is a process or methodology used to learn more about customers' needs and behaviors in order to develop stronger relationships with them. There are many technological components to CRM, but thinking about CRM in primarily technological terms is a mistake.

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Customer relationship management (CRM) is a technology for managing all your company's relationships and interactions with customers and potential customers. The goal is simple: Improve business relationships to grow your business. A CRM system helps companies stay connected to customers, streamline processes, and improve profitability.

What is CRM? - Salesforce.com

Customer relationship management includes the principles, practices, and guidelines an organization follows when interacting with

its customers. CRM is often used to refer to technology companies...

Customer Relationship Management - CRM Definition

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 with its past, current and potential customers.

Customer relationship management - Wikipedia

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