

customer service skills and pdf

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Customer-relationship management (CRM) is an approach to manage a company's interaction with current and potential customers. It uses data analysis about customers' history with a company to improve business relationships with customers, specifically focusing on customer retention and ultimately driving sales growth.. One important aspect of the CRM approach is the systems of CRM that compile ...

Customer-relationship management - Wikipedia

Soft skills v7 ©2005 Kaipa Group Page 1 Soft Skills are Smart Skills Prasad Kaipa & Thomas Milus, SelfCorp, Inc. Subhash Chowdary, Ankhen, Inc.

Soft Skills are Smart Skills - Prasad Kaipa, PhD

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