NAME: SURNAME, FIRST NAME MI

COURSE/YEAR&SECTION: BSIS-3

* Draw the Customer Lifecycle Management. 5pts
* Draw the Elements of Value Pyramid. 5pts
* Draw the Customer Interaction Cycle. 5pts
* Enumerate the Key Components of Opportunity Management. 10pts.
* Enumerate the CRM Implementation Challenges. 10pts.
* Enumerate the Evolution of CRM.5pts
* Enumerate the 7 Things Customer-Centric Companies Do. 10 pts
* Enumerate the 4 Essential Types of Customer Profiling. 5pts
* Enumerate the 5 Stages of Issue Management. 5pts
* Give at least 5 Assessing CRM Readiness. 5pts
* Give at least 5 in CRM Various Industries . 5pts
* Give the 4 Files of Information Flow. 5pts
* Give at least 3 Activity Management. 5pts