

Benefits of dashboards:

1. Improved visibility into key metrics
2. Faster and more informed decision- making
3. Improved communication and collaboration
4. Increased accountability
5. Improved performance

CRM vision:

1. Understanding Business Objectives
2. Assessing Customer Needs
3. Defining CRM Goals
4. Articulating the Vision
5. Communicating the Vision
6. Aligning with Strategy
7. Empowering Employees
8. Measuring Progress
9. Adapting and Evolving

Internal Factors affecting the implementation of CRM:

1. Management commitment
2. Organizational culture
3. Financing Resources
4. System development

External Factors affecting the implementation of CRM:

1. Privacy rivacy regulation
2. Security breach from hackers
3. Technological Changes

What Are the ten (10) Assessing CRM readiness

1. Understanding Organizational Goals
2. Stakeholder Alignment
3. Assessment of Current Processes
4. Data Analysis and Infrastructure
5. Technology Evaluation
6. Skills and Training Needs
7. Change Management Assessment
8. Resource Allocation
9. Risk Analysis
10. Measurement and Evaluation

