The Definitive Guide To Social Crm Maximizing Customer Relationships With Social Media To Gain Market Insights Customers And Profits Ft Press Operations Management

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Optimal Database Marketing - Ronald G Drozdenko 2002-03-26
Check out the supplemental website! www.DrakeDirect.com/OptimalDM/ "Destined to be the definitive guide to database marketing applications, analytical strategies and test design." - Brian Kurtz, Executive Vice President, Boardroom Inc., 2000 DMA List Leader of the Year and DMA Circulation Hall of Fame Inductee "This book is well written with interesting examples and case studies that both illustrate complex techniques and tie the chapters together. The level of detail and treatment of statistical tools and methods provides both understanding and enough detail to begin to use them immediately to target marketing efforts efficiently and effectively. It is perfect for a course in database marketing or as a handy reference for those in the industry. " - C. Samuel Craig, New York University, Stern School of Business "This book should be studied by all who aspire to have a career in direct marketing. It provides a thorough overview of all essential aspects of using customer databases to improve direct marketing results. The material is presented in a style that renders even the technical subjects understandable to the novice direct marketer" Kari Regan, Vice President, Database Marketing Services, The Reader's Digest Association "Finally, practical information on database marketing that tackles this complex subject but makes it clear enough for the novice to understand. This book serves as more than a primer for any senior manager who needs to know the whole story. As one who has spent over 20 years of his career involved in publishing and database marketing, I have a real appreciation for how difficult it is to explain the finer points of this discipline, while keeping it understandable. This book does that admirably. Well done!" - Patrick E. Kenny, Executive Vice President, Qiosk.com "This book is especially effective in describing the breadth and impact of the database marketing field. I highly recommend this book to anyone who has anything to do with database marketing! -- works in or with this dynamic area." - Naomi Bernstein, Vice President, BMG Direct "Ron Drozdenko and Perry Drake have written a guide to database marketing that is thorough and that covers the subject in considerable depth. It presents both the concepts underlying database marketing efforts and the all-important quantitative reasoning behind it. The material is accessible to students and practitioners alike and will be an important contribution to improved understanding of this important marketing discipline. " Mary Lou Roberts, Boston University and author of Direct Marketing Management "I think it is a terrific database marketing book, it's got it all in clear and logical steps. The benefit to the marketing student and professional is that complex database concepts are carefully developed and thoroughly explained. This book is a must for all marketing managers in understanding database issues to successfully manage and structure marketing programs and achieve maximum results. " - Dante Cirille, DMEF Board Member and Retired President, Grolier Direct Marketing "An excellent book on the principles of Direct Marketing and utilization of the customer database to maximize profits. It is one of the best direct marketing books I have seen in years in that it is broad with specific examples. I am going to require new hires to read this (book) to get a better understanding of the techniques used in Database Marketing." - Peter Mueller, Assistant Vice President of Analysis, Scholastic, Grolier Division "This is an amazingly useful book for direct marketers on how to organize and analyze database information. It's full of practical examples that make the technical material easy to understand and apply by yourself. I strongly recommend this book to direct and interactive marketers who want to be able to perform professional database analyses themselves, or be better equipped to review the work of analysts. " - Pierre A. Passavant, Professor of Direct Marketing, Mercy College and Past Director, Center for Direct Marketing, New York University "The most useful database marketing reference guide published today. The authors do an excellent job of laying out all the steps required to plan and implement an effective database marketing strategy in a clear and concise manner. A must have for academics, marketing managers and business executives." - Dave Heneberry, Director, Direct Marketing Certificate programs, Western Connecticut State University and Past Chair, Direct Marketing Association "This book is essential for all direct marketers. It serves as a great introduction to the technical and statistical side of database marketing. It provides the reader with enough information on database marketing and statistics to effectively apply the techniques discussed or manage others in the environment " - Richard Hochhauser, President, Harte-Hanks Direct Marketing Ronald G. Drozdenko, Ph.D., is Professor and Chair of the Marketing Department, Ancell School of Business, Western Connecticut State University. He is also the founding Director of the Center for Business Research at the Ancell School. He has more than 25 years of teaching experience. The courses he teaches include Strategic Marketing Databases, Interactive/Direct Marketing Management, Product Management, Marketing Research, and Consumer Behavior. He is collaborating with the Direct Marketing Education foundation to develop a model curriculum for universities pursing the area of interactive or direct marketing. Working with an advisory board of industry experts, he co-developed the Marketing Database course in model curriculum. Dr. Drozdenko has co-directed more than 100 proprietary research projects since 1978 for the marketing and research and development of several corporations, including major multinationals. These projects were in the areas of strategic planning, marketing research, product development, direct marketing, and marketing database analysis. He also has published several articles and book chapters. He holds a Ph.D. in Experimental Psychology from the University of Missouri and is a member of the American Marketing Association, the Society for Consumer Psychology, and the Academy of Marketing Sciences. He is also the co-inventor on three U.S. patents. Perry D. Drake has been involved in the direct marketing industry for nearly 15 years. He is currently the Vice President of Drake Direct, a database marketing consulting firm specializing in response modeling, customer file segmentation, lifetime value analysis, customer profiling, database consulting, and market research. Prior to this, Perry worked for approximately 11 years in a variety of quantitative roles at The Reader's Digest Association, most recently as the Director of Marketing Services. In addition to consulting, Perry has taught at New York University in the Direct Marketing Master's Degree program since Fall, 1998, currently teaching "Statistics for Direct Marketers" and "Database Modeling." Perry was the recipient of the NYU Center for Direct and Interactive Marketing's "1998-1999" Outstanding Master's Faculty Award. Perry also lectures on testing and marketing financials for Western Connecticut State University's Interactive Direct Marketing Certificate Program. Along with Ron, he is collaborating with the Direct Marketing Education Foundation to develop a model curriculum for universities pursuing the

area of interactive or direct marketing. Perry earned a Masters of Science in Applied Statistics from the University of Iowa and a Bachelor of Science in Economics from the University of Missouri. The book evolved from an outlined developed by an advisory board of industry experts that was established by the Direct Marketing Educational Foundation. Contemporary direct marketing and e-commerce could not exist without marketing databases. Databases allow marketers to reach customers and cultivate relationships more effectively and efficiently. While databases provide a means to establish and enhance relationships, they can also be used incorrectly, inefficiently, and unethically. This book looks beyond the temptation of the quick sale to consider the long-term impact of database marketing techniques on the organization, customers, prospective customers, and society in general. Ron Drozdenko and Perry Drake help the reader gain a thorough understanding of how to properly establish and use databases in order to build strong relationships with customers. There is not another book on the market today that reveals the level of detail regarding database marketing applications - the how's, why's and when's. Features/Benefits: Draws on numerous examples from real businesses Includes applications to all direct marketing media including the Internet Describes in step-by-step detail how databases are developed, maintained, and mined Considers both business and social issues of marketing databases Contains a sample database allowing the reader to apply the mining techniques Offers access to comprehensive package of academic support materials

Product-Led Growth - Wes Bush 2019-05
Can your software sell itself? Convention and the trillion-dollar sales industry claim that it's impossible for your product to sell itself. Yet successful software businesses like Slack, Dropbox, Atlassian, and HubSpot make millions selling to customers who never once reached out to a sales rep. In Product-Led Growth: How to Build a Product That Sells Itself, growth consultant Wes Bush challenges the traditional SaaS marketing and sales playbook and introduces a completely new way to sell products. Bush reveals how your product--not expensive sales teams--can be the main vehicle to acquire, convert, and retain customers. In this step-by-step guide to Product-Led Growth, Bush explains: Why you should flip the traditional sales process on its head and turn your product into a sales machine; How to decide whether your business should use a free trial, freemium, or hybrid model; How to turn free users into happy, paying customers. History tells us that "how" you sell is just as important as "what" you sell. Blockbuster couldn't compete with Netflix by selling the same digital content, and you need to decide "when" not "if" you'll innovate on the way you sell. Are you going to be product-led? Or will you be disrupted, too?

Smart Business, Social Business - Michael Brito 2011-07-07
This book will help organizations evolve into a fully collaborative social business. It serves as a step by step playbook to achieve organizational change, process efficiencies and technology acumen: Proven solutions for the real people, process, and technology obstacles businesses face in using social media behind the firewall. How to have the successful internal conversations with stakeholders, partners and global teams that lead to successful external conversations with the social customer Strategies for improving organizational dynamics, collaboration, governance, training, engagement, policies, technology integration, workflows, social CRM, and metrics Many organizations today have already evolved into social brands. They may be active on Twitter and Facebook; they may have corporate blogs and communities and they are trying hard to engage effectively with the social customer. However, behind the firewall, chaos, anarchy, and conflict reign. In Smart Business, Social Business, leading enterprise social business consultant shows how to build an internal framework based on change management that will lead to success with social media: one that will make external engagement more effective, meaningful, and sustainable. Michael Brito systematically identifies the internal culture, process and technology obstacles to long-term success with social media, and offer best practice solutions. He discusses a wide spectrum of issues, offering actionable intelligence and helping decision-makers build strategies and plans that deliver value. Topics addressed include change management, organizational models and dynamics, internal communications, collaboration, governance, metrics, training, employee activation, policies, technology integration, workflows, social CRM, and much more. Drawing on his own experience working for Silicon Valley companies, HP, Yahoo! and Intel, Brito presents dozens of examples and case studies. Using this book, companies can begin to transform their organizations from just a "social brand" to a fully collaborative and dynamic "social business."

CRM in Real Time - Barton J. Goldenberg 2008
This comprehensive guide to Customer Relationship Management (CRM) draws on Barton Goldenbergs 20 plus years of experience guiding firms to a successful implementation of CRM solutions and techniques. Goldenberg demonstrates how the right mix of people, process, and technology can help firms achieve a superior level of customer satisfaction, loyalty, and new business. Beginning with a primer for executives who need to get quickly up-to-speed on CRM, the book covers a full range of critical issues including integration challenges and security concerns, and illuminates CRMs key role in the 24/7/365 real-time business revolution. CRM in Real Time is an essential guide for any organization seeking to maximize customer relationships, coordinate customer-facing functions, and leverage the power of the Internet as business goes real time.

How to Measure Social Media - Nichole Kelly 2012-10-10
Your 100% Actionable, Proven Framework for Delivering Rock-Solid Social Media Business Metrics—Painlessly Think social marketing is worth it? Prove it. If your boss hasn't demanded that yet, he will. Then what? Hand him some jive about "return on conversation"? Think that'll fly? You'll be gone so fast you won't know what hit you. You know damn well what your boss cares about: Sales Volume. Costs. Revenue. This book will help you measure all that: credibly, accurately, and in drill-down detail. Bet you can't wait to see his face when you walk in with metrics that stand up to his most brutal questions. We're not just talking about getting "buy-in" or begging for your proverbial "seat at the table." We are talking about numbers that make careers. This book will prove your indispensability to even the most clueless executive in your company. Here's the best part: It's not hard. You won't need to become a math nerd. The tools are cheap (or free), and you're probably sitting on most of the data. This book will give you everything else, including simple step-by-step techniques for creating measurable strategies and getting the data to prove they deliver. You'll also get super helpful hands-on exercise worksheets where you can jot down your answers and notes. Nichole Kelly has been refining this stuff for 14 years. She's helped hundreds of marketers prove their value to bosses and boardrooms. Now it's your turn. If you're a marketer or agency pro, this is a game you have to play. Win it. Reliable answers to questions like: How much revenue did our activities on social media platforms generate this month? Are social media prospects more likely to convert to customers? Which status update delivered the highest conversion rate? How long do we retain new social media customers? Do they spend more or less than customers from other channels? Do they make repeat purchases more often than other customers? And much more...

The Definitive Guide to Social CRM - Barton J. Goldenberg 2015
Social CRM is already enabling innovative companies to engage customers through powerfully effective two-way dialogues, and to build customer-centric strategies that drive real value. In this book the field's leading expert offers a proven, four-step methodology for making Social CRM work in any organization: B2B, B2C, or B2B2C. Writing for both decision-makers and implementers, Barton Goldenberg shows how to integrate people, process and technology to optimize relationships with every customer, achieve seamless collaboration across customer-facing functions, and make the most of today's leading social platforms. Goldenberg shows how to: Systematically harvest information from Social Media conversations and communities: Facebook, Twitter, LinkedIn, Google+, and beyond Integrate this information into expanded customer profiles Use these profiles to personalize your customer service, marketing messages, and sales offers far more effectively Goldenberg assesses the changing impact of social media on customer relationships, identifies smarter ways to profitably integrate it throughout your business, guides you through Social CRM planning and implementation, and examines key challenges and opportunities in leveraging Social CRM after you've deployed it. You'll find practical advice on issues ranging from strategy to software selection, vendor negotiation to team development and day-to-day operations. Goldenberg concludes by previewing the future of Social CRM - and the fast-changing customer tomorrow's systems must serve.

Lead Generation - Ksenia Andreeva 2016-04-29
Presently, marketing has undergone serious change. Marketers have faced increasing demand to provide quantitative data representative of their work, particularly focusing on sales growth in correlation with a narrow target audience. As marketers strive to cultivate new customers directly, they have turned to a growing area of interest: lead generation - a marketing activity aimed at acquiring direct contacts of prospective customers that have demonstrated some interest in the seller's goods

and services. This book has a purely practical purpose, serving as an introductory resource to principles and methods that will enable marketing professionals to raise the number of potential customers and multiply the number of sales typically received. The book describes: - lead generation theory, its basic concepts, and methods of evaluating a return on marketing investments; - customer detection techniques (cold calls, pay-per-click, mailings, events, etc.); - peculiarities and challenges of lead generation campaigns and methods to overcome obstacles; - real stories about the way companies do lead generation and calculate its results. Outstanding Features of the Book - 14 real life case studies. - New trends of lead generation: cadence, market places, content management. - Up-to-date statistics for 2015 and plans for 2016. - Based on multi-industry experience (IT, automotive, education and even public organizations). - The style of the book is simple, charismatic and with humor (contains caricatures, jokes, wise quotes of great businessmen). - Applicable to both B2B and B2C. - The author explains all the lead generation concepts but also gives reasons why they should not be treated rigorously, as every company has its own business features and, thus, ROI and lead criteria. - A special section is dedicated to the challenge of lead generation outsourcing. - As lead generation is based on constant testing and statistics, the author also speaks about software tools helping to run your campaigns and calculate ROI efficiently. The book presents the results of a global benchmark report: "Lead Generation: Strategies and tactics for 2016". This survey covered 259 respondents from information and telecommunication technologies, consulting, banking, wholesale, insurance, auto-dealers, etc.

The Definitive Guide to Social CRM - Barton J. Goldenberg 2015-02-24 Make Social CRM work! This book presents the first proven framework and step-by-step methodology for driving maximum value from Social CRM throughout sales, marketing, customer service, and beyond. Barton Goldenberg,the field's #1 expert, offers a proven, four-step methodology for succeeding with Social CRM work in any B2B, B2C, or B2B2C organization. You'll learn how to integrate people, process and technology to optimize relationships with every customer, achieve seamless collaboration across customer-facing functions, and make the most of today's leading social platforms. Goldenberg shows how to: • Systematically harvest information from Social Media conversations and communities: Facebook, Twitter, LinkedIn, Google+, and beyond • Integrate this information into expanded customer profiles • Use these profiles to personalize customer service, marketing messages, and sales offers far more effectively Goldenberg assesses the changing impact of social media on customer relationships, identifies smarter ways to profitably integrate it throughout your business, guides you through Social CRM planning and implementation, and examines key challenges and opportunities in leveraging Social CRM after you've deployed it. You'll find practical advice on issues ranging from strategy to software selection, vendor negotiation to team development and day-to-day operations. Goldenberg concludes by previewing the future of Social CRM — and the fast-changing customer tomorrow's systems must serve. For all executive decision-makers, managers, and implementers who are involved in, planning, or considering Social CRM initiatives.

Global Challenges and Strategic Disruptors in Asian Businesses and Economies - Ordóñez de Pablos, Patricia 2020-09-25 Strategic disruptors in companies and economies, including blockchain technology, big data, and artificial intelligence, can contribute to the creation of new business opportunities, jobs, and growth. Research is needed on the impacts of these disruptors in Asia, as well as analyses on new business ecosystems and policy implications. Global Challenges and Strategic Disruptors in Asian Businesses and Economies presents a rich collection of chapters that explore and discuss the state of the art, emerging topics, challenges, and success factors in business, big data, innovation, and technology in Asia. The book explores how the internet of things, big data, and artificial intelligence can provide solutions for global challenges and companies. Including topics on digital economy, strategic management, and information technologies, this book is ideal for managing directors, general managers, corporate heads of firms, politicians, executives, entrepreneurs, academicians, decision makers, policymakers, researchers, and students looking to enhance their understanding and collaboration in business, disruptive innovation, and technology in Asia.

CRM For Dummies - Lars Helgeson 2017-07-05 Save time, save money, and grow your business with more effective CRM CRM For Dummies is the small business leader's guide to managing customer interactions. Customer relationship management is a critical part of any business, and it encompasses everything from business

strategy and HR to sales, marketing, events, and more. Solutions exist for businesses of any size, but how do you know which one is right for you? What features do you need? Do you have the people and processes in place to get the most out of whichever one you choose? This book is designed to help business leaders better understand effective CRM and identify the right solution for their business—but it's about much more than software; effective CRM requires appropriate team structures, intradepartmental collaboration, and process efficiency. Packed with tactics and strategies that will save your company thousands of dollars and man-hours, these chapters answer the most pressing questions that will make the biggest impact on your sales. Building relationships with current and future customers is the critical point of business. This book helps you bring sales, marketing, and operations together to work toward that common goal, and shows you the tools and techniques that make your efforts more effective. Define your market segments, buyer personas, and voice Build an effective internal structure, and choose the right CRM solution Optimize leads and conduct effective email marketing Streamline processes, automate where possible, and employ analytics Your customers are the lifeblood of your company; you need to reach them, engage them, and retain them—without wasting precious time or money. CRM For Dummies gets you up to speed on the latest, most effective CRM tools and techniques to help your business succeed.

Google+ Marketing For Dummies - Jesse Stay 2012-10-26 Organize customers, craft targeted messages, or host Hangouts with Google?s social network Google+ is Google's social network that has the social media world abuzz with excitement. With Google tools like YouTube, Picasa, Blogger, and Picnik being integrated with Google+, marketers will find Google+ is the best way to reach the long-time users of Google?s other tools. Google+ expert Jesse Stay shows you how to create and maximize your Google+ presence to connect with your customers. Explains how to sign up for your account and set up your brand profile Shows you how to use Circles, craft targeted messages for the Stream, and add multimedia features to your posts Helps you discover content and the value of the +1 button Shows you how to be mindful of SEO, so that your Google+ brand page can be found Addresses using Google+ to launch a product or promote an event Confidently enter the exciting new Google+ social neighborhood with Google+ Marketing For Dummies.

The British National Bibliography - Arthur James Wells 2007

Retail Marketing and Branding - Jesko Perrey 2013-01-02 Retail Marketing and Branding, 2nd Edition looks at how retailers can make more out of their marketing money with retail best practices in branding and marketing spend optimization. The second edition of Retail Marketing and Branding includes the following updates: * New and updated case examples * Updated figures and examples throughout * New interviewers with recent experiences * Additional chapters

Key Account Management - Diana Woodburn 2012-11-13 "This book is crammed with distilled, practical wisdom for key account managers and their directors. Organizations claiming to practise key account management should equip everyone involved with a copy, so they really understand what they are supposed to be doing. Anything less is just old-fashioned selling." Developing successful business-to-business relationships with more customers in highly competitive markets requires processes and skills that go beyond traditional selling activity. The very best state-of-the-art strategies are set out clearly in this book by intentionally known authors who have worked at the highest levels with more key and strategic account managers worldwide than probably any other leading advisors. Based on the hugely influential KEY CUSTOMERS it looks at: Why has account management become so critical to commercial success? What are the key challenges and how do successful companies respond? What part does key account management play in strategic planning? How do companies build profitable relationships with their customers? How does key account management actually work? What does a successful key account manager look like and what skills does he/she need? How should key account managers be evaluated and rewarded? How do companies achieve key account management? By addressing these key questions Woodburn and McDonald provide tools and processes for success honed by tough consultancy projects with the boards of some of the world's leading companies. The book stresses the elements that really matter - from developing a customer categorization system that really works and analyzing the needs of key accounts; to understanding the new skills required by key account managers and ensuring that key account plans are implemented. The 'real world' approach is backed by tested principles and the latest research from the

renowned Cranfield School of Management. Key Account Management comes from authors who have taught leading companies how to approach their most powerful and demanding customers and still make money. It is essential reading for all senior management with strategic responsibility, for key or strategic account directors, and for marketing and sales executives. The clear and authoritative approach also makes it an outstanding text for the serious MBA and executive student as well as business-to-business company directors and key account managers.

Fanatical Prospecting - Jeb Blount 2015-09-29
Ditch the failed sales tactics, fill your pipeline, and crush your number Fanatical Prospecting gives salespeople, sales leaders, entrepreneurs, and executives a practical, eye-opening guide that clearly explains the why and how behind the most important activity in sales and business development—prospecting. The brutal fact is the number one reason for failure in sales is an empty pipe and the root cause of an empty pipeline is the failure to consistently prospect. By ignoring the muscle of prospecting, many otherwise competent salespeople and sales organizations consistently underperform. Step by step, Jeb Blount outlines his innovative approach to prospecting that works for real people, in the real world, with real prospects. Learn how to keep the pipeline full of qualified opportunities and avoid debilitating sales slumps by leveraging a balanced prospecting methodology across multiple prospecting channels. This book reveals the secrets, techniques, and tips of top earners. You'll learn: Why the 30-Day Rule is critical for keeping the pipeline full Why understanding the Law of Replacement is the key to avoiding sales slumps How to leverage the Law of Familiarity to reduce prospecting friction and avoid rejection The 5 C's of Social Selling and how to use them to get prospects to call you How to use the simple 5 Step Telephone Framework to get more appointments fast How to double call backs with a powerful voice mail technique How to leverage the powerful 4 Step Email Prospecting Framework to create emails that compel prospects to respond How to get text working for you with the 7 Step Text Message Prospecting Framework And there is so much more! Fanatical Prospecting is filled with the high-powered strategies, techniques, and tools you need to fill your pipeline with high quality opportunities. In the most comprehensive book ever written about sales prospecting, Jeb Blount reveals the real secret to improving sales productivity and growing your income fast. You'll gain the power to blow through resistance and objections, gain more appointments, start more sales conversations, and close more sales. Break free from the fear and frustration that is holding you and your team back from effective and consistent prospecting. It's time to get off the feast or famine sales roller-coaster for good!

Talk Triggers - Jay Baer 2018-10-02
Talk Triggers is the definitive, practical guide on how to use bold operational differentiators to create customer conversations, written by best-selling authors and marketing experts Jay Baer and Daniel Lemin. Word of mouth is directly responsible for 19% of all purchases, and influences as much as 90%. Every human on earth relies on word of mouth to make buying decisions. Yet even today, fewer than 1% of companies have an actual strategy for generating these crucial customer conversations. Talk Triggers provides that strategy in a compelling, relevant, timely book that can be put into practice immediately, by any business. The key to activating customer chatter is the realization that same is lame. Nobody says "let me tell you about this perfectly adequate experience I had last night." The strategic, operational differentiator is what gives customers something to tell a story about. Companies (including the 30+ profiled in Talk Triggers) must dare to be different and exceed expectations in one or more palpable ways. That's when word of mouth becomes involuntary: the customers of these businesses simply MUST tell someone else. Talk Triggers contains: • Proprietary research into why and how customers talk • More than 30 detailed case studies of extraordinary results from Doubletree Hotels by Hilton and their warm cookie upon arrival, The Cheesecake Factory and their giant menu, Five Guys Burgers and their extra fries in the bag, Penn & Teller and their nightly meet and greet sessions, and a host of delightful small businesses • The 4-5-6 learning system (the 4 requirements for a differentiator to be a talk trigger; the 5 types of talk triggers; and the 6-step process for creating talk triggers) • Surprises in the text that are (of course) word of mouth propellants Consumers are wired to discuss what is different, and ignore what is average. Talk Triggers not only dares the reader to differentiate, it includes the precise formula for doing it. Combining compelling stories, inspirational examples, and practical how-to, Talk Triggers is the first indispensable book about word of mouth. It's a book that will create conversation about the power of conversation.

Complete B2B Online Marketing - William Leake 2012-08-07
Learn to take full advantage of search and social media for B2B marketing Business-to-business marketers have been slow to enter the online marketing arena, but now that the impact of search and social media marketing in the consumer marketplace is clearly documented, B2B marketers are ready for a complete guide to making the most of the medium. Written by experts with first-hand knowledge of the field, this book clearly explains how to leverage today's search engine marketing and social media technologies to get, nurture, and convert leads. Topics include strategy, branding, monitoring, resource allocation, and much more. B2B marketers need detailed, practical guidelines and strategies for how best to gain, nurture, and convert leads using today's Internet technologies and strategies This ultimate how-to guide examines strategic and branding considerations, search engine optimization techniques, and how to maximize the impact of banner ads and landing pages Explains how to use social media listening and monitoring tools, how to engage visitors, and how to allocate resources to ensure success Covers measuring results, improving web site usability, using metrics, and nurturing leads Skilled B2B marketers who are ready to take advantage of all that online marketing has to offer will find this guide provides exactly the know-how they need.

Maximizing Linkedin for Sales and Social Media Marketing - Neal Schaffer 2013-02-01
Neal Schaffer helped revolutionize the way professionals utilize LinkedIn with his award-winning book Windmill Networking: Understanding, Leveraging & Maximizing LinkedIn. He now does the same to enlighten companies how to develop business on LinkedIn with Maximizing LinkedIn for Sales and Social Media Marketing. Thought Linkedin was just for job seekers? Think again. Linkedin is the most important destination for your sales and social media marketing efforts if your company is selling products and services to other businesses. When looking at Linkedin's extensive functionality from a sales and marketing perspective as presented in this book, you'll soon understand how you can create new business from your Linkedin activities. After reading this book you'll learn how to master the Linkedin platform to develop business, including how to create a sales-oriented profile and connections policy to attract more leads, become an industry thought leader by establishing your own community within the lucrative Linkedin demographic, set up your Linkedin Companies Page to improve your reputation--and drive more traffic to your website, and optimize your Linkedin presence as part of your social media optimization efforts. This practical guide, supplemented by more than 15 case studies, will teach you and your employees everything you need to know on how to successfully develop leads and business on LinkedIn.

The B2B Social Media Book - Kipp Bodnar 2011-12-20
Advance your B2B marketing plans with proven social media strategies Learn social media's specific application to B2B companies and how it can be leveraged to drive leads and revenue. B2B marketers are undervalued and under appreciated in many companies. Social media and online marketing provide the right mix of rich data and reduction in marketing expenses to help transform a marketer into a superstar. The B2B Social Media Book provides B2B marketers with actionable advice on leveraging blogging, LinkedIn, Twitter, Facebook and more, combined with key strategic imperatives that serve as the backbone of effective B2B social media strategies. This book serves as the definitive reference for B2B marketers looking to master social media and take their career to the next level. Describes a methodology for generating leads using social media Details how to create content offers that increase conversion rates and drive leads from social media Offers practical advice for incorporating mobile strategies into the marketing mix Provides a step-by-step process for measuring the return on investment of B2B social media strategies The B2B Social Media Book will help readers establish a strong social media marketing strategy to generate more leads, become a marketing superstar in the eye of company leaders, and most importantly, contribute to business growth.

Social Media Marketing - Dave Evans 2010-09-16
How to implement social technology in business, spur collaborative innovation and drive winning programs to improve products, services, and long-term profits and growth. The road to social media marketing is now well paved: A July 2009 Anderson Analytics study found 60% of the Internet population uses social networks and social media sites such as Facebook, MySpace, and Twitter. Collaboration and innovation, driven by social technology, are "what's next." Written by the author of the bestselling Social Media Marketing: An Hour a Day in collaboration with Jake McKee, Social Media Marketing: The Next Generation of Business

Engagement takes marketers, product managers, small business owners, senior executives and organizational leaders on to the next step in social technology and its application in business. In particular, this book explains how to successfully implement a variety tools, how to ensure higher levels of customer engagement, and how to build on the lessons learned and information gleaned from first-generation social media marketing efforts and to carry this across your organization. This book: Details how to develop, implement, monitor and measure successful social media activities, and how to successfully act on feedback from the social web Discusses conversation-monitoring tools and platforms to accelerate the business innovation cycle along with the metrics required to prove the success of social technology adoption Connects the social dots more deeply across the entire organization, moving beyond marketing and into product development, customer service and customer-driven innovation, and the benefits of encouraging employee collaboration. Social media has become a central component of marketing: Collaborative, social technology is now moving across the organization, into business functions ranging from HR and legal to product management and the supply chain. Social Media Marketing: The Next Generation of Business Engagement is the perfect book for marketers, business unit managers and owners, HR professionals and anyone else looking to better understand how to use social technologies and platforms to build loyalty in customers, employees, partners and suppliers to drive long term growth and profits.

Big Data - Amandeep Singh 2022-09-06
Imagine being able to target an audience made up of highly qualified and purchase-ready prospects and easily building them into loyal clients by anticipating their needs and hence offering true value. This is the power of big data for digital marketing. Big Data: A Roadmap for Successful Digital Marketing explores recent trends in the use of big data to predict consumer behavior, strategies to engage online customers, integration of big data with other data sources, and its applications in social media analytics, mobile marketing, search engine optimization and customer relationship management. As the marketing world moves into a data-focused future, the success of marketing efforts will be wholly based on attention to detail in data analysis and effectively acting on insights in order to implement changes that will deliver improved results. This book will help professionals succeed in their digital marketing efforts as well as provide food for thought for students and researchers in the fields of digital marketing, customer behavior and big data analytics.

The Definitive Guide to Order Fulfillment and Customer Service - CSCMP 2013-12-16
This is the most authoritative and complete guide to planning, implementing, measuring, and optimizing world-class supply chain order fulfillment and customer service processes. Straight from the Council of Supply Chain Management Professionals (CSCMP), it brings together up-to-the-minute knowledge and best practices for all facets of order fulfillment and customer service process management, from initial customer inquiry through post sales service and support. CSCMP and contributor Stanley Fawcett introduce crucial concepts ranging from customer order cycles to available-to-promise and supply chain RFID to global order capture networks. The Definitive Guide to Order Fulfillment and Customer Service imparts a deep understanding of each crucial process, helping readers optimize your most important customer contacts. Coverage includes: Basic concepts of order fulfillment and customer service, and their essential roles in meeting customer expectations Key elements and processes in order fulfillment and customer service, and interactions amongst them Principles and strategies for establishing efficient, effective, and sustainable order fulfillment and customer service processes The critical role of technology in managing order fulfillment and customer service processes Requirements and challenges of global order fulfillment and customer service processes Best practices for assessing the performance of order fulfillment and customer service processes using standard metrics and frameworks For all supply chain and operations managers, students, and other business professionals and decision-makers who are concerned with order fulfillment or customer service.

How To Win Friends And Influence People - Dale Carnegie 2022-05-17
"How to Win Friends and Influence People" is one of the first best-selling self-help books ever published. It can enable you to make friends quickly and easily, help you to win people to your way of thinking, increase your influence, your prestige, your ability to get things done, as well as enable you to win new clients, new customers._x000D_ Twelve Things This Book Will Do For You:_x000D_ Get you out of a mental rut, give you new

thoughts, new visions, new ambitions._x000D_ Enable you to make friends quickly and easily._x000D_ Increase your popularity._x000D_ Help you to win people to your way of thinking._x000D_ Increase your influence, your prestige, your ability to get things done._x000D_ Enable you to win new clients, new customers._x000D_ Increase your earning power._x000D_ Make you a better salesman, a better executive._x000D_ Help you to handle complaints, avoid arguments, keep your human contacts smooth and pleasant._x000D_ Make you a better speaker, a more entertaining conversationalist._x000D_ Make the principles of psychology easy for you to apply in your daily contacts._x000D_ Help you to arouse enthusiasm among your associates._x000D_ Dale Carnegie (1888-1955) was an American writer and lecturer and the developer of famous courses in self-improvement, salesmanship, corporate training, public speaking, and interpersonal skills. Born into poverty on a farm in Missouri, he was the author of How to Win Friends and Influence People (1936), a massive bestseller that remains popular today._x000D_

The Data Warehouse Toolkit - Ralph Kimball 2011-08-08
This old edition was published in 2002. The current and final edition of this book is The Data Warehouse Toolkit: The Definitive Guide to Dimensional Modeling, 3rd Edition which was published in 2013 under ISBN: 9781118530801. The authors begin with fundamental design recommendations and gradually progress step-by-step through increasingly complex scenarios. Clear-cut guidelines for designing dimensional models are illustrated using real-world data warehouse case studies drawn from a variety of business application areas and industries, including: Retail sales and e-commerce Inventory management Procurement Order management Customer relationship management (CRM) Human resources management Accounting Financial services Telecommunications and utilities Education Transportation Health care and insurance By the end of the book, you will have mastered the full range of powerful techniques for designing dimensional databases that are easy to understand and provide fast query response. You will also learn how to create an architected framework that integrates the distributed data warehouse using standardized dimensions and facts.

Customer Relationship Management - Roger J. Baran 2016-12-08
This book balances the behavioral and database aspects of customer relationship management, providing students with a comprehensive introduction to an often overlooked, but important aspect of marketing strategy. Baran and Galka deliver a book that helps students 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.

Insight Selling - Mike Schultz 2014-04-30
What do winners of major sales do differently than the sellerswho almost won, but ultimately came in second place? Mike Schultz and John Doerr, bestselling authors andworld-renowned sales experts, set out to find the answer. Theystudied more than 700 business-to-business purchases made by buyerswho represented a total of $3.1 billion in annual purchasing power.When they compared the winners to the second-place finishers, theyfound surprising results. Not only do sales winners sell differently, they sellradically differently, than the second-place finishers. In recent years, buyers have increasingly seen products andservices as replaceable. You might think this would meanthat the sale goes to the lowest bidder. Not true! A new breed ofseller—the insight seller—is winning the sale withstrong prices and margins even in the face of increasingcompetition and commoditization. In Insight Selling, Schultz and Doerr share thesurprising results of their research on what sales winners dodifferently, and outline exactly what you need to do to

transformyourself and your team into insight sellers. They introduce asimple three-level model based on what buyers say tip the scales infavor of the winners: Level 1 "Connect." Winners connect the dots betweencustomer needs and company solutions, while also connecting withbuyers as people. Level 2 "Convince." Winners convince buyers that they canachieve maximum return, that the risks are acceptable, and that theseller is the best choice among all options. Level 3 "Collaborate." Winners collaborate with buyers bybringing new ideas to the table, delivering new ideas and insights,and working with buyers as a team. They also found that much of the popular and current advicegiven to sellers can damage sales results. Insight Sellingis both a strategic and tactical guide that will separate the goodadvice from the bad, and teach you how to put the three levels ofselling to work to inspire buyers, influence their agendas, andmaximize value. If you want to find yourself and your team in thewinner's circle more often, this book is a must-read.

Internet-Based Customer Value Management - Tymoteusz Doligalski 2014-10-16
Customer value management is a managerial approach in which customers are perceived as the company's asset, the value of which may be measured and increased through the organization of processes around customer relationships. This book deals with the topic of managing customer lifetime value on the internet, and more specifically on including the role of the internet in customer value proposition to enhance stakeholder and shareholder value. This book also discusses the possibilities of internet-based customer value management and presents a model describing the process leading to it. Its uniqueness lies in presenting a managerial approach to customer relationships rather than offering just another tool of e-marketing. The author's approach is not limited by branches or sectors – differences in customer value management approaches are perceived through a prism of relationships between the company and its customers.

Social CRM For Dummies - Kyle Lacy 2013-01-04
Discover great ways to engage your customers through the social web Social CRM is an evolving tool to help you engage your customers, interact with them, and develop deeper relationships. This handy guide teaches you how to make the most of it, whether your business is a small shop or a large corporation. In a friendly, easy-to-understand style, it explains how you can create new marketing communications and develop smart, applicable content that produces results from your online community. You'll learn to use data to drive results, create social Key Performance Indicators for different business units, and a great deal more. Today's consumer uses technology to select relationships with companies; this book teaches business owners how to use social CRM to create relationships that customers want to maintain Explains how to integrate social media into your CRM mix Shows how to use data and information gathered through social sites Helps you develop social KPIs and create content that gets results from your online community Social CRM For Dummies helps businesses large and small use social media to develop and maintain productive customer relationships.

Think Like Your Customer: A Winning Strategy to Maximize Sales by Understanding and Influencing How and Why Your Customers Buy - Bill Stinnett 2004-11-21
How to capture customers by learning to think the way they do The most common complaint Bill Stinnett hears from his corporate clients is that would-be vendors and suppliers "just don't understand our business." In Think Like Your Customer, Stinnett explains why the key to landing corporate customers is to learn to think about the things executives and business owners think about and understand how they make complex buying decisions. Drawing upon his years of experience as a Fortune 500 consultant, he offers sales and marketing professionals a powerful framework for understanding the inner workings of a business; knowing what motivates its executives and influences their buying decisions; identifying a company's organizational structure and decision-making psychology; and using that information to develop a winning strategy for influencing how and why the customer buys. In addition, you receive: Solid marketing insights delivered in a fun, breezy style by a top corporate consultant and seminar leader Expert tips on how to maximize the value and profitability of relationships with corporate clients and customers

Digital Marketing That Actually Works the Ultimate Guide - Melissa Byers 2019-02
Digital Marketing That Actually Works is your roadmap to understanding and implementing digital marketing that gets results. This book takes you from digital marketing strategy to channels to tactics to tools to measurement to prioritization - giving you a strong foundation in how to

use digital marketing to grow your business, brand or organization. This book is for business professionals and marketers who want a strong grasp of the core concepts in digital marketing - what they are, how they work and how to implement them for growth. Covering strategy, best practices and implementation, this is The Ultimate Guide with no hype - just solid strategies, tactics and tools that actually work. Who can benefit from this book? - MARKETERS AND AGENCIES - Wanting to implement digital marketing best practices and round out their digital knowledge. - CEOS AND EXECUTIVES - Needing a solid understanding of how to strategically use digital to fuel their growth. - ENTREPRENEURS AND STARTUPS - Wanting to harness the power of digital marketing to grow their business. - BRAND MANAGERS - Needing to understand how to best use digital marketing strategically and drive better results. - AGENCIES - Wanting to provide lasting value for their clients with a comprehensive approach to digital. - BUSINESS PROFESSIONALS - Wanting to have a solid understanding of the fastest growing area of marketing and business growth. - DIGITAL TRANSFORMATION TEAMS - Looking to be sure that core areas of digital are used strategically to fuel business growth. This book covers the core aspects of digital marketing: - How to build a plan - Creating a digital marketing strategy - Assessing the digital landscape - Defining your target audience for digital - Digital content strategy and optimization - Social Media Marketing - Digital Advertising - SEO (Search Engine Optimization) - Websites - Conversational marketing (reviews, influencers, advocates and more) - Email marketing - CRM - Mobile marketing (including Messenger and Chatbots) - Digital marketing measurement - Digital marketing analytics and optimization - Digital ROI (return on investment) - Prioritizing digital marketing - Building your digital marketing plan. If you want to take your digital marketing knowledge and results to the next level read this book! Based on over 10 years of working with businesses on digital marketing, Digital Marketing that Actually Works is a comprehensive guide to everything a savvy business professional or marketer should understand about digital marketing. There is no hype. No gimmicks. Just clear, practical, actionable content based on what actually works to grow businesses. As a BONUS this book includes a FREE DOWNLOAD action planner and additional resources to help you implement what you learn.

Winning With Data - Fiona Green 2018-08-06
For many years, sports rights owners have had an 'if you build it, they will come' attitude, suggesting they take their fans for granted. Combined with advances in broadcasting quality, digital marketing, and social media, this has resulted in diminishing attendances and participation levels. The use of CRM (Customer Relationship Management), BI (Business Intelligence) and Data Analytics has therefore become integral to doing business in sports, emulating the approach used by brands such as Amazon, Netflix, and Spotify. Technology has made the world a smaller place; clubs and teams can now connect with their fans anywhere in the world, allowing them to grow their marketplace, but they operate in an 'attention economy' where there's too much choice and engagement is key. This book sets out to share the processes and principles the sports industry uses to capitalise on the natural loyalty it creates. Case studies and commentary from around the world are used to demonstrate some of the practices implemented by the world's leading sports brands including clubs Arsenal and the San Antonio Spurs. the governing bodies of UEFA and Special Olympics International, and the MLS and NHL. With a focus on our unique challenges coupled with the opportunities the use of data creates, this book is essential reading for professionals within the sports industry.

Customer Relationship Management - V. Kumar 2018-05-15
This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today. It helps readers obtain a comprehensive grasp of CRM strategy, concepts and tools and provides all the necessary steps in managing profitable customer relationships. Throughout, the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions. Exhaustive case studies, mini cases and real-world illustrations under the title "CRM at Work" all ensure that the material is both highly accessible and applicable, and help to address key managerial issues, stimulate thinking, and encourage problem solving. The book is a comprehensive and up-to-date learning companion for advanced undergraduate students, master's degree students, and executives who want a detailed and conceptually sound insight into the field of CRM. The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM domain.

Managing Public Relations and Brand Image through Social Media - Singh, Anurag 2016-05-16

Each consumer now has the power to be a journalist, reviewer, and whistle blower. The prevalence of social media has made it possible to alter a brand␣s reputation with a single viral post, or spark a political movement with a hashtag. This new landscape requires a strategic plasticity and careful consideration of how the public will react to an organization␣s actions. Participation in social media is mandatory for a brand␣s success in this highly competitive online era. Managing Public Relations and Brand Image through Social Media provides the latest research and theoretical framework necessary to find ease in the shifting public relations and reputation management worlds. It provides an overview of the tools and skills necessary to deftly sidestep public affronts and to effectively use online outlets to enhance an organization␣s visibility and reputation. This publication targets policy makers, website developers, students and educators of public relations, PR and advertising professionals, and organizations who wish to better understand the effects of social media.

Managing Customer Experience and Relationships - Don Peppers 2016-10-25

Boost profits, margins, and customer loyalty with more effective CRM strategy Managing Customer Experience and Relationships, Third Edition positions the customer as central to long-term strategy, and provides essential guidance toward optimizing that relationship for the long haul. By gaining a deep understanding of this critical dynamic, you'll become better able to build and manage the customer base that drives revenue and generates higher margins. A practical framework for implementing the IDIC model merges theory, case studies, and strategic analysis to provide a ready blueprint for execution, and in-depth discussion of communication, metrics, analytics, and more allows you to optimize the relationship on both sides of the table. This new third edition includes updated examples, case studies, and references, alongside insightful contributions from global industry leaders to give you a well-rounded, broadly-applicable knowledge base and a more effective CRM strategy. Ancillary materials include a sample syllabus, PowerPoints, chapter questions, and a test bank, facilitating use in any classroom or training session. The increased reliance on customer relationship management has revealed a strong need for knowledgeable practitioners who can deploy effective initiatives. This book provides a robust foundation in CRM principles and practices, to help any business achieve higher customer satisfaction. Understand the fundamental principles of the customer relationship Implement the IDIC model to improve CRM ROI Identify essential metrics for CRM evaluation and optimization Increase customer loyalty to drive profits and boost margins Sustainable success comes from the customer. If your company is to meet performance and profitability goals, effective customer relationship management is the biggest weapon in your arsenal—but it must be used appropriately. Managing Customer Experience and Relationships, Third Edition provides the information, practical framework, and expert insight you need to implement winning CRM strategy.

Social Customer Relationship Management (Social-CRM) in the Era of Web 4.0 - Ammari, Nedra Bahri 2022-06-24

The advent of Web 2.0 has led to a rebalancing of power between the customer and the company through the consumer's voice about the brand and referral behavior via electronic word of mouth. Customer opinions within the virtual brand communities can have a vast impact on a company's sales and image. It is crucial for companies to promote and use customer contributions in order to enhance their brand image, retain customers, and develop their marketing strategy. Social Customer Relationship Management (Social-CRM) in the Era of Web 4.0 provides relevant theoretical frameworks and the latest results of empirical research on the strategic role of marketing 2.0, digital customer experience, and social customer relationship management on social networks. Covering a range of topics such as disruptive marketing, artificial intelligence, and customer behavior, this reference work is ideal for marketers, IT practitioners, CRM specialists, industry professionals, researchers, scholars, practitioners, academicians, instructors, and students.

Complete B2B Online Marketing - William Leake 2012-07-24

Learn to take full advantage of search and social media for B2Bmarketing Business-to-business marketers have been slow to enter theonline marketing arena, but now that the impact of search andsocial media marketing in the consumer marketplace is clearlydocumented, B2B marketers are ready for a complete guide to makingthe most of the medium. Written by experts with first-handknowledge of the field, this

book clearly explains how to leveragetoday's search engine marketing and social media technologies toget, nurture, and convert leads. Topics include strategy, branding,monitoring, resource allocation, and much more. B2B marketers need detailed, practical guidelines andstrategies for how best to gain, nurture, and convert leads usingtoday's Internet technologies and strategies This ultimate how-to guide examines strategic and brandingconsiderations, search engine optimization techniques, and how tomaximize the impact of banner ads and landing pages Explains how to use social media listening and monitoringtools, how to engage visitors, and how to allocate resources toensure success Covers measuring results, improving web site usability, usingmetrics, and nurturing leads Skilled B2B marketers who are ready to take advantage of allthat online marketing has to offer will find this guide providesexactly the know-how they need.

Customer Relationship Management - Francis Buttle 2009

This title presents an holistic view of CRM, arguing that its essence concerns basic business strategy - developing and maintaining long-term, mutually beneficial relationships with strategically significant customers - rather than the operational tools which achieve these aims.

The Economics of Digital Transformation - Katarzyna Śledziewska 2021-08-01

The unprecedented Covid-19 crisis revealed the scale and scope of a new type of economy taking shape in front of our very eyes: the digital economy. This book presents a concise theoretical and conceptual framework for a more nuanced analysis of the economic and sociological impacts of the technological disruption that is taking place in the markets of goods and services, labour markets, and the global economy more generally. This interdisciplinary work is a must for researchers and students from economics, business, and other social science majors who seek an overview of the main digital economy concepts and research. Its down-to-earth approach and communicative style will also speak to businesses practitioners who want to understand the ongoing digital disruption of the market rules and emergence of the new digital business models. The book refers to academic insights from economics and sociology while giving numerous empirical examples drawn from basic and applied research and business. It addresses several burning issues: how are digital processes transforming traditional business models? Does intelligent automation threaten our jobs? Are we reaching the end of globalisation as we know it? How can we best prepare ourselves and our children for the digitally transformed world? The book will help the reader gain a better understanding of the mechanisms behind the digital transformation, something that is essential in order to not only reap the plentiful opportunities being created by the digital economy but also to avoid its many pitfalls.

Maximizing Lead Generation - Ruth P. Stevens 2011-07-05

The Hands-On, Up-to-the-Minute Guide to Generating Better-Qualified, Quicker-to-Close B2B Leads! Lead generation is "Job One": B2B marketers' single most important objective. Maximizing Lead Generation brings together everything you need to know to do it right. Fast-paced and 100% practical, it will help you achieve outstanding results in any B2B marketplace—from enterprise technology to industrial equipment to professional services. World-renowned expert Ruth P. Stevens helps you bring science and systematization to all facets of lead generation, building on process, best practices, continuous testing, and ongoing improvement. You'll learn how to maximize the value of tried-and-true B2B tools and the newest social, web, and search technologies. Stevens offers indispensable insights for the entire lead lifecycle, including qualification, nurturing, measurement, and tracking. Organized for clarity, usability, and speed, this book will help you supercharge salesforce productivity—and company profits. You'll Learn How To: • Develop and refine rules that consistently lead to higher-quality leads • Gain deeper insights into your customers and their buying processes • Build sophisticated, accurate marketing databases • Identify the media most likely to work for you • Execute highly effective campaigns • Drive huge ROI improvements • Use BANT and other qualification criteria • Apply new "nurturing" techniques to convert "duds" into "diamonds" • Track results and quantify the business value of campaigns • Utilize best practices content marketing and marketing automation • Integrate continuous improvement into lead generation • Discover 10 trends that will transform the way you prospect

CRM Automation - Barton J. Goldenberg 2002

In CRM Automation, one of the world's leading CRM experts delivers hands-on guidance for every phase of your CRM initiative: goal-setting, process review, vendor selection, implementation, rollout, support, and administration. Drawing on 18 years of experience with more than 300

enterprise deployments, Barton Goldenberg offers a start-to-finish implementation blueprint covering every customer-focused business function: marketing, sales, customer service, field support, and beyond.