# **CRM CUSTOMER RELATIONSHIP MANAGEMENT**



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Customer-Relationship-Management, kurz CRM (englisch fr Kundenbeziehungsmanagement) oder

Kundenpflege, bezeichnet die konsequente Ausrichtung einer

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### **Customer Relationship Management CRM Definition**

Customer-Relationship-Management ist ein strategischer Ansatz, der alle Kundeninteraktionen eines Unternehmens beeinflusst.

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# Was ist CRM Customer Relationship Management SAP

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