

ECRM is the **customer focused management** of the whole **eBusiness relationship** with each customer, in order **to measure, create** and **increase income** and **reduce costs** for each customer & segment and thus to **generate greater positive lifetime value**.

Put simply, eCRM means CRMdatabase access via the Web. It means Intranet access for internal users, extranet access for business partners and customers and of course, Internet access for themarket at large.



Electronic Customer Relationship Management

Electronic Customer Relationship Management

Victor M. Corman



Electronic Customer Relationship Management Electronic Customer Relationship Management:

Electronic Customer Relationship Management Electronic Customer Relationship Management Book Review: Unveiling the Power of Words

In some sort of driven by information and connectivity, the energy of words has be more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such may be the essence of the book **Electronic Customer Relationship Management Electronic Customer Relationship Management**, a literary masterpiece that delves deep to the significance of words and their affect our lives. Published by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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Electronic Customer Relationship Management Electronic Customer Relationship Management Introduction

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