



HEROTECH

NETWORK PROFESSIONAL TRAINING

CRM & Customer Management

Audience	<ul style="list-style-type: none">• Entrepreneurs• Intrapreneurs• Managers• Employee Management• Sales Management• Sales Professionals• Customer Service Managers• Customer Service Representatives
Duration	8 hours

PROFE

About this Course

This course will help you learning about CRM (Customer Relationship Management) , how to manage customer experience in order to cross sell and up sell using CRM features. You will gain a understanding on why CRM is needed and what CRM systems entails when building customer loyalty and improving customer life cycle. Lead conversions, contact conversions, sales conversions and closing rates will also be reviewed in this course.

Course Overview

- Types of CRM
- Customer Relationships
- Customer Management Strategies
- Developing CRM Strategy
- Customer-Related Database
- Implementing CRM Projects
- Identifying Business Processes
- Data Access and Interrogation
- Performance Evaluation
- Keep it going
-
-

Skills you will Learn

- Learn Customer Relationship Management
- Learn Types of CRM
- Learn Customer Relationships
- Learn about the Customer Management
- Learn about the CRM Implementation
- Learn about the Customer Related Databases

NE

Contacts:

Address:

28 Makram Ebeed , Nasr City, Cairo, Egypt.

Mob : 20164010004

Whatsapp : <https://wa.me/20164010004>

E-mail: info@herotec.net , Corporate@herotec.net

www.herotec.net

NE