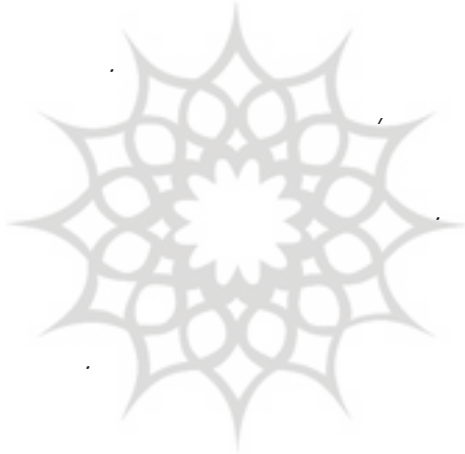
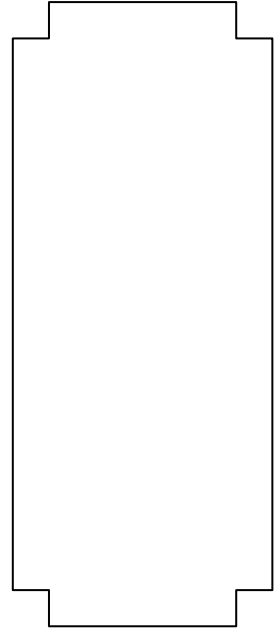
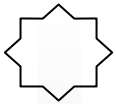

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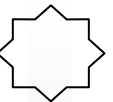


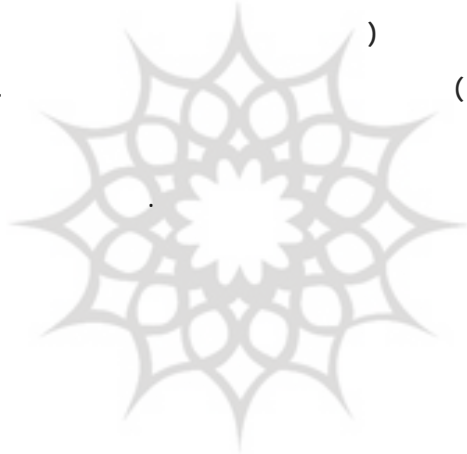


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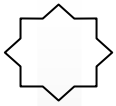
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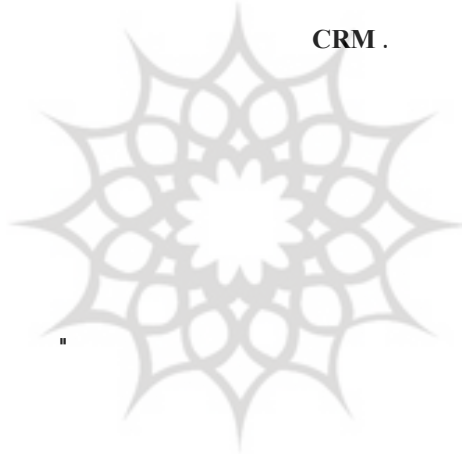
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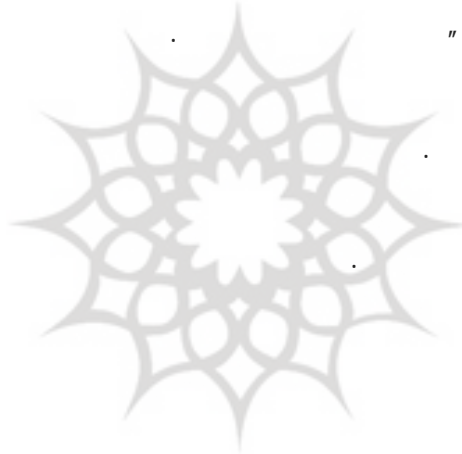
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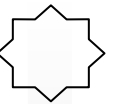
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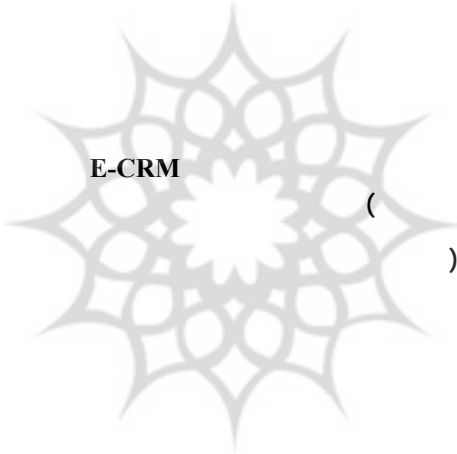
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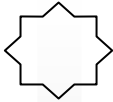


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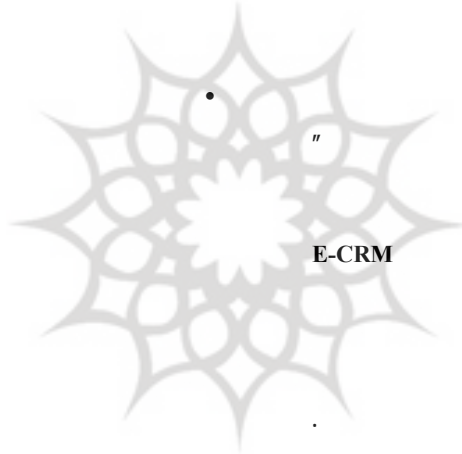
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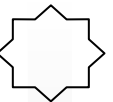
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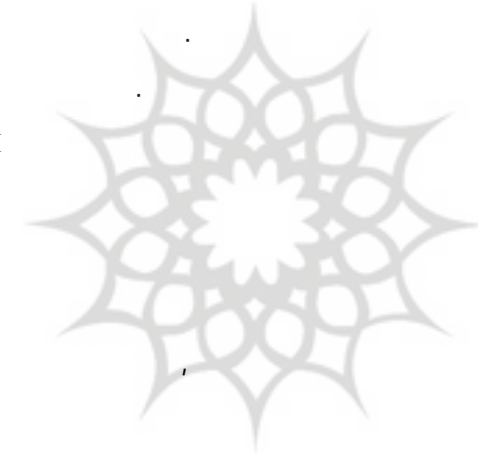
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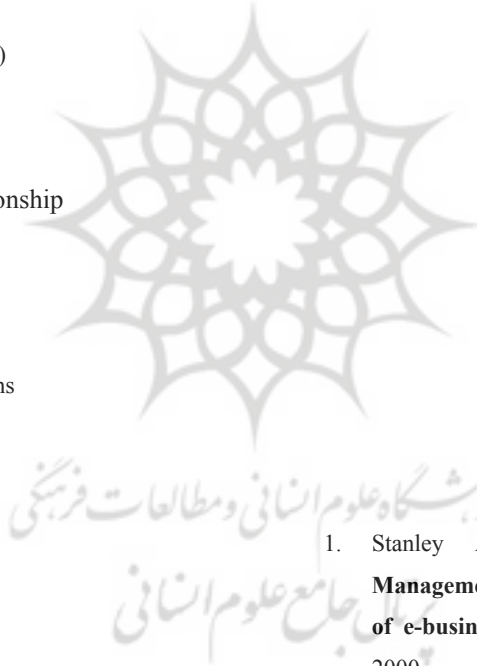
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1. Customer Relation Management (CRM)
2. Electronic Relation Management (E-CRM)
3. White Mail
4. Email
5. Cross-sell
6. Up-sell
7. Win back or save
8. Prospecting
9. Loyalty
10. Value-based Segmentation
11. Need-based Segmentation
12. Predictive Churn Models
13. Data-mining Tools
14. Cross/Up-Sell
15. Internet Access
16. Internet Services Data Network
17. Segmentation
18. Decision Support System(DSS)
19. Data Warehousing
20. Process Re-engineering
21. Accepting rates
22. Electronic Customer Relationship Management(e-CRM)
23. Multi Media Call Centers
24. Data Warehouses
25. Data Mining Tools
26. Marketing Automation Systems
27. Re-engineering
28. Self-Service
29. Internet Chat
30. Voice Over Internet Protocol
31. Multi Channel Strategies
32. Sale Automation Tools
33. Help Desks
34. Electronic Banks
35. Electronic Dealers
36. Margins
37. Front/Back Office
38. Automatic Teller Machine
39. Change Management

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2. The Customer Relationship Management Solution Guide, published by CRMguru.com, Third Edition, August 2001.
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4. -The Customer Relationship Management Primer, What you need to know to get started, published by CRMguru.com, Third Edition, August 2001.

