

How to Implement a Winning CRM Strategy

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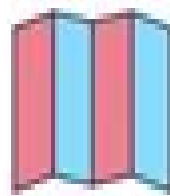
**Define a Goal
and Mission**

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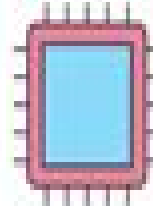
**Establish
a Buyer Persona/
Target Audience**

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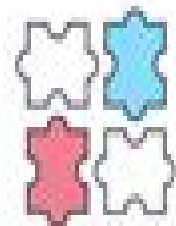
**Create a Customer
Journey Map**

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**Utilize Artificial
Intelligence**

5



Integrate Data

Crm Strategy Of Ongc

Roger Joseph Baran,Robert J. Galka

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