

RESEARCH ON MICROSOFT DYNAMIC CRM SOLUTION FOR CUSTOMER MANAGEMENT PROBLEMS IN ENTERPRISES

nan

Abstract: Enterprise software and business-related websites are forms that companies prioritize for managing the level of integration of their operations, from human resources to customers, based on databases. Customer Relationship Management (CRM) is a new business method that includes approaches, techniques, and capabilities to help enterprises manage customer relationships more effectively, and it is an application of cloud computing.

Keywords: MICROSOFT DYNAMIC CRM SOLUTION APPLICATION, CUSTOMER MANAGEMENT PROBLEM, ENTERPRISE, MICROSOFT

References

- [1] : <http://www.bsdivn.com>
- [2] : <http://crmvietnam.com/>
- [3] : [http://en.wikipedia.org/wiki/Và các tài liệu:](http://en.wikipedia.org/wiki/V%C3%A0_c%C3%A1c_t%C3%A0i_li%E1u)
- [4] : Mike Snyder, Jim Steger, "Step by step Microsoft Dynamic