

Q) Explain any two terms

(a) CRM system

(b) Representative of Information system

Ans. (a) CRM System :-

Customer relationship management (CRM) is a technology for managing all your Company's relationships and interactions with customers and Potential customers.

This goal is simple: Improve business relationships. A CRM system helps companies stay connected to customers, streamline Processes, and improve Profitability.

When People talk about CRM, they are usually referring to a CRM System, a tool that helps with contact management, Sales management, Productivity, and more.

A CRM Solution helps you focus on your organisation's relationships with individual People - including customers, service users, colleagues, or Suppliers - throughout your lifecycle with them, including finding new customers, winning their business, and providing support and additional services throughout the relationship.

(b) Representative of Information system:-

Customer Service Representative

Central Intelligence Agency 4.3*
Washington, DC

\$47,017 - \$57,510 a year

- o skilled in microsoft office suite (e.g., Excel, Powerpoint, word) and willing to learn additional information systems and or software.

Human Resources Representative

DANE STREET LLC 2.0
Remote work available

- o Electronic filing of documents, updating and maintaining information in the HRIS (Human Resources Information system) and ensuring employment documents are...

Information Analyst, Contractor

K12, Inc. 3.2*
Remote work available

- o One (1) year experience in content management / System maintenance OR.