

INTERNATIONAL RESEARCH JOURNAL OF MANAGEMENT SOCIOLOGY & HUMANITIES

An Internationally Indexed Peer Reviewed & Refereed Journal



Impact Factor* : 3.7401

Ref:IRJMSH/2014/A101877

DOI : [HTTPS://DOI.ORG/10.32804/IRJMSH](https://doi.org/10.32804/IRJMSH)

ISSN 2277 – 9809 (0) 2348 - 9359 (P)

THIS CERTIFIES THAT
DIPIKA BANSAL
HAS/HAVE WRITTEN AN ARTICLE / RESEARCH PAPER ON
CUSTOMER RELATIONSHIP MANAGEMENT: CONCEPT, SIGNIFICANCE AND PITFALLS
APPROVED BY THE REVIEW COMMITTEE, AND IS THEREFORE PUBLISHED IN
Vol – 5 , Issue – 6 Jun , 2014



Editor in Chief

www.IRJMSH.com



Computer Science Directory

