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Sales Management: Building Customer Relationships and Partnerships is designed to cover all of the basic topics in sales management while emphasizing customer loyalty, customer relationship management, and the effects of technology on the sales function. Because of advances in telecommunications technology, the traditional role of sales managers is evolving toward managing sales people across multiple channels that contact and service customers through a variety of methods. The text reflects current trends and is designed to prepare students for the additional management responsibilities they are likely to encounter in the real world.

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