



Brief Summary Design

I. Executive Summary

Project Name: New Customer Relationship Management System

Client/Stakeholder: ViGlobe

Date: September 19, 2050

Summary: This document provides a concise overview of the business requirements and project scope for the New Customer Relationship Management System project. It outlines the essential components, objectives, and deliverables of the project, ensuring alignment between all stakeholders and setting a clear path for successful execution.

II. Business Objectives

A. Purpose

The primary purpose of the New Customer Relationship Management System is to enhance client engagement and streamline customer service processes. This project aims to address inefficiencies in current customer management practices, resulting in improved customer satisfaction and operational efficiency.

B. Goals

Goal	Description	Success Criteria
Goal 1	Implement an integrated CRM platform	System live and operational by Q2 2051
Goal 2	Train staff on new CRM functionalities	100% of staff trained by Q3 2051
Goal 3	Increase customer retention by 20%	Achieve a 20% increase in retention rates by Q4 2051

C. Key Performance Indicators (KPIs)

- KPI 1: System Adoption Rate – 85% adoption within 3 months
- KPI 2: Customer Satisfaction Score – 90% satisfaction rate
- KPI 3: Operational Efficiency – 30% reduction in processing time

III. Project Scope

A. Deliverables

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Takizawa**

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