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This certificate is awarded to



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CUSTOMER RELATIONSHIP MANAGEMENT

with a consolidated score of **72%**

Online Assignments	23.75/25	Proctored Exam	48/75

Total number of candidates registered in this course: **4047**

Prof. Haimanti Banerji
Coordinator, NPTEL
IIT Kharagpur

AUG-OCT 2026
(8 week course)

Indian Institute of Technology Kharagpur

FREE ONLINE EDUCATION swayam शिक्षित भारत, उन्नत भारत

Roll No: NPTEL26MG157S254700930 To verify the certificate No. of credits recommended: 3