IJCRT.ORG ISSN: 2320-2882



INTERNATIONAL JOURNAL OF CREATIVE **RESEARCH THOUGHTS (IJCRT)**

An International Open Access, Peer-reviewed, Refereed Journal

Ref No: IJCRT/Vol 3 / Issue 2 / 986

Dr. Meera Arora

Subject: Publication of paper at International Journal of Creative Research Thoughts.

Dear Author,

With Greetings we are informing you that your paper has been successfully published in the International Journal of Creative Research Thoughts - IJCRT (ISSN: 2320-2882). Thank you very much for your patience and cooperation during the submission of paper to final publication Process. It gives me immense pleasure to send the certificate of publication in our Journal. Following are the details regarding the published paper.

About IJCRT : Scholarly open access journals, Peer-reviewed, and Refereed Journals, Impact

> factor 7.97 (Calculate by google scholar and Semantic Scholar | AI-Powered Research Tool), Multidisciplinary, Monthly, Indexing in all major database & Metadata, Citation Generator, Digital Object Identifier(DOI) | UGC Approved

Journal No: 49023 (18)

Registration ID: IJCRT_204429 Paper ID : IJCRT1133986

Title of Paper : ROLE OF KNOWLEDGE MANAGEMENT IN CRM

IMPLEMENTATION: A STUDY OF INDIAN TELECOM INDUSTRY

Impact Factor : 7.97 (Calculate by Google Scholar) | License by Creative Common 3.0

Publication Date: 13-May-2015

DOI

Published in : Volume 3 | Issue 2 | May 2015

: 738-746 Page No

Published URL: http://www.ijcrt.org/viewfull.php?&p_id=IJCRT1133986

Authors : Dr. Meera Arora

: UGC Approved Journal No: 49023 (18) Notification

Thank you very much for publishing your article in IJCRT.

International Journal of Creative Research Thoughts - IJCRT

(ISSN: 2320-2882)































