

MCA Practice Test Questions and Answers

1. What is CRM?

- A) Customer Relationship Management — software for managing customer interactions
- B) Customer Revenue Management
- C) Central Resource Monitor
- D) Certified Risk Management

2. What is CRM?

- A) Customer Relationship Management — software for managing customer interactions
- B) Customer Revenue Management
- C) Central Resource Monitor
- D) Certified Risk Management

3. What is CRM?

- A) Customer Relationship Management — software for managing customer interactions
- B) Customer Revenue Management
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- D) Certified Risk Management

4. What is CRM?

- A) Customer Relationship Management — software for managing customer interactions
- B) Customer Revenue Management
- C) Central Resource Monitor
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Answers: 1-A 2-A 3-A 4-A

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