

Template: Evaluate Business Solution and Develop Recommendation

Use this template to enter your solution. You may modify the template to include more information.

Solution:

Task 1: Evaluate the proposed solution

Step 1: Evaluate if the solution is fit for purpose. *Refer to the instructions for task 1 in the lab instructions.*

Proposed CRM features	Alignment with business needs

Step 2: Conduct cost-benefit analysis. *Refer to the instructions for task 1 in the lab instructions.*

Costs	Benefits

Step 3: Ensure stakeholder engagement. *Refer to the instructions for task 1 in the lab instructions.*

Steps to ensure stakeholder considerations	Actions taken

Task 2: Develop recommendations

Step 1: Suggest additional features. *Refer to the instructions for task 2 in the lab instructions.*

Standard additional features	Description

Step 2: Suggest implementation changes. *Refer to the instructions for task 2 in the lab instructions.*

Implementation changes	Suggestions

Step 3: Suggest metrics to measure success, *Refer to the instructions for task 2 in the lab instructions.*

Metrics to measure success	Description