



# CALL FOR PAPERS

**ICCM 2021**  
**Mar 29-30, 2021**  
**Singapore, SG**

The International Research Conference is a federated organization dedicated to bringing together a significant number of diverse scholarly events for presentation within the conference program. Events will run over a span of time during the conference depending on the number and length of the presentations.

ICCM 2021 : International Conference on Customer Management is the premier interdisciplinary forum for the presentation of new advances and research results in the fields of Customer Management. The conference will bring together leading academic scientists, researchers and scholars in the domain of interest from around the world. Topics of interest for submission include, but are not limited to:

Customer management

Advances in customer management

Software engineering applications  
for customer management

Customer service and communication

Communication technologies for  
customer management

Business success and customer  
management

Challenges in customer management

Service science, management and  
engineering

Customer management systems

Customer management strategies

Order management and availability

Channel and partner management

Customer insight

Technical documentation