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Sommario/riassunto	If you run a small business, you know how important customer relationship management, or CRM, can be to your bottom line. And you know it can be a bit daunting. Well, not with Gold Mine and Gold Mine 8 For Dummies! Gold Mine is business software designed to help you organize your contacts, track activities, schedule appointments, create reports that tell you how you're doing, and make accurate business projections. Gold Mine 8 is completely revised to make it more useful than ever, once you get the hang of it. That's where Gold Mine For Dummies comes to the rescue! Written by an