## **Marketing Automation**



**Marketing automation** is the use of technology to generate, nurture, score, and qualify leads, as well as drive sales using customized, multi-touch marketing communications that are tailored for each contact's profile, level of interest, behavior, or place in the buying process.



Forrester Research notes that such systems were developed to "bridge a gap between lead generation activities (e.g., trade shows, direct mail, telemarketing, and email campaigns) and selling activities (e.g., closing the deal) that were managed by a customer relationship management (CRM) system.

