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High-Quality Research platform

The Preliminary insights in the marketing literature refers to the activities a company undertakes to promote the buying or selling the product indicate services indicate that flexibility is important in marketing and sales processes and interaction. However, to date, marketingHowever, marketing includes advertising, sellmarketing and delivering products to consumers and other business and sales management literature lacks an understanding of what flexibility in marketing-sales interfaces looks like, its potential organizational consequences, and potential likely boundary frontier conditions. Using data from interviews with marketing and sales managers, this study explores the nature, outcomes and facilitatorsorganizers of flexibility at the marketing-sales interface. This study conceptualizes marketing-sales interface flexibility (MSIF) as a process of flexible cross-functional resource exchange and finds that MSIF has positive organizational outcomes (both in terms of performance and relationship quality), that MSIF is essential for firms when dealing with exigenciesdemands_demand in turbulent environments, and that the utility of MSIF is conditioned by the speed with which MSIF is implemented.

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