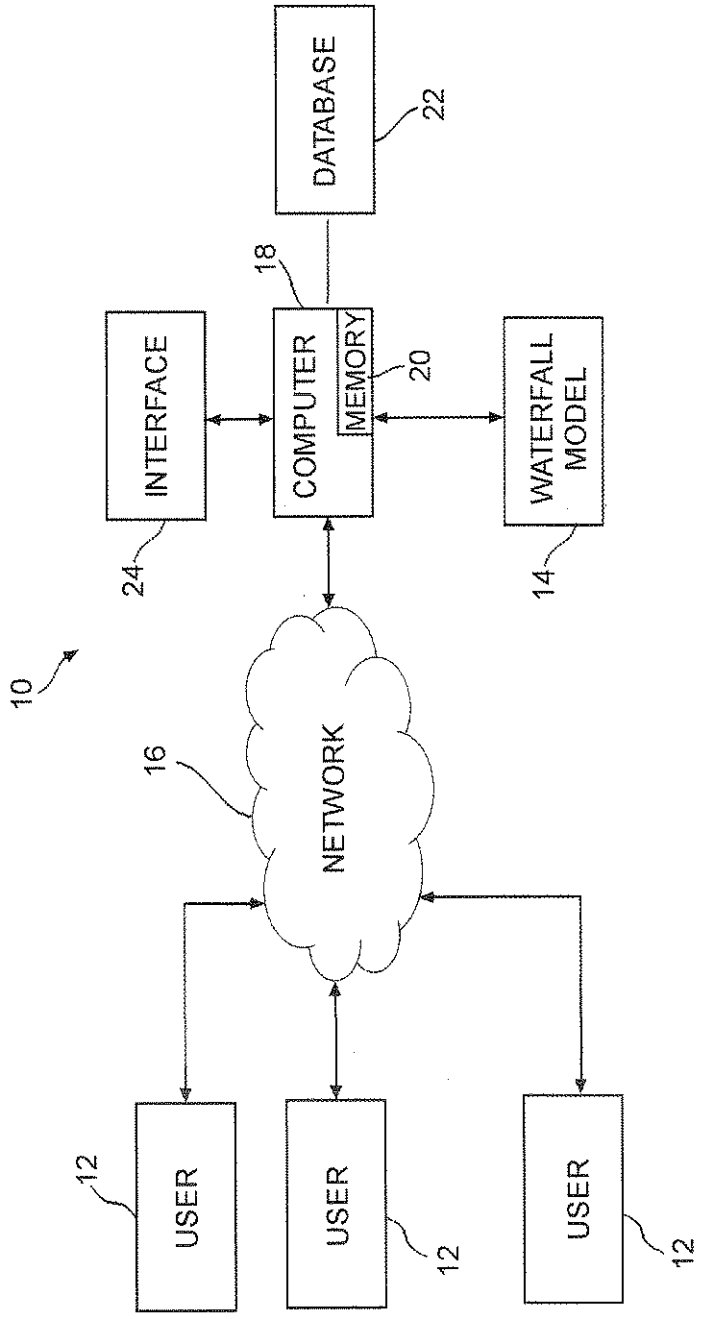

DATABASE
22
18
INTERFACE
COMPUTER
MEMORY
20
WATERFALL MODEL
24
14
10
16
NETWORK
USER
USER
USER
12
12
12

FIG. 1

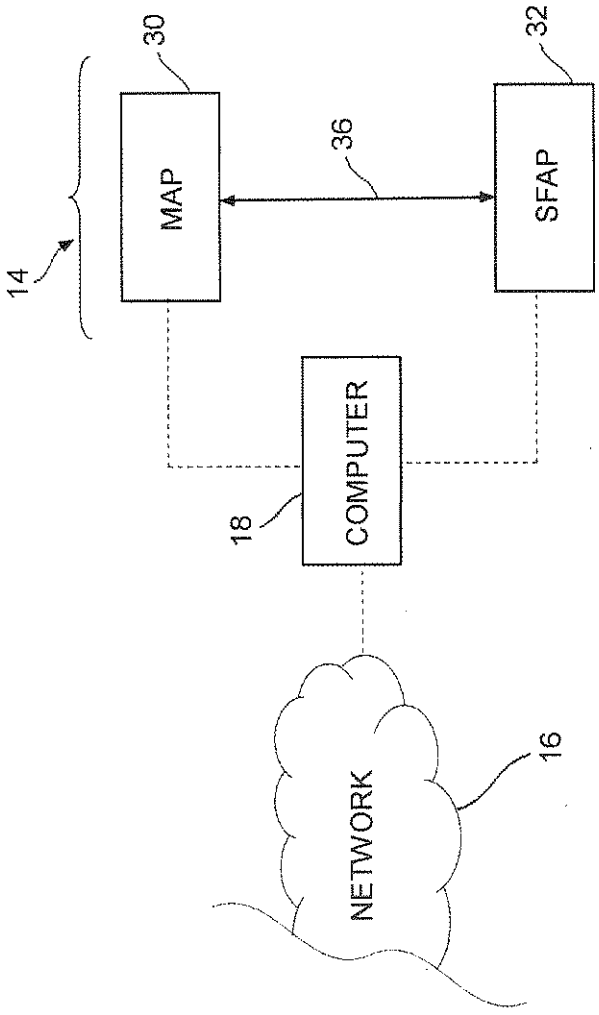


FIG. 2

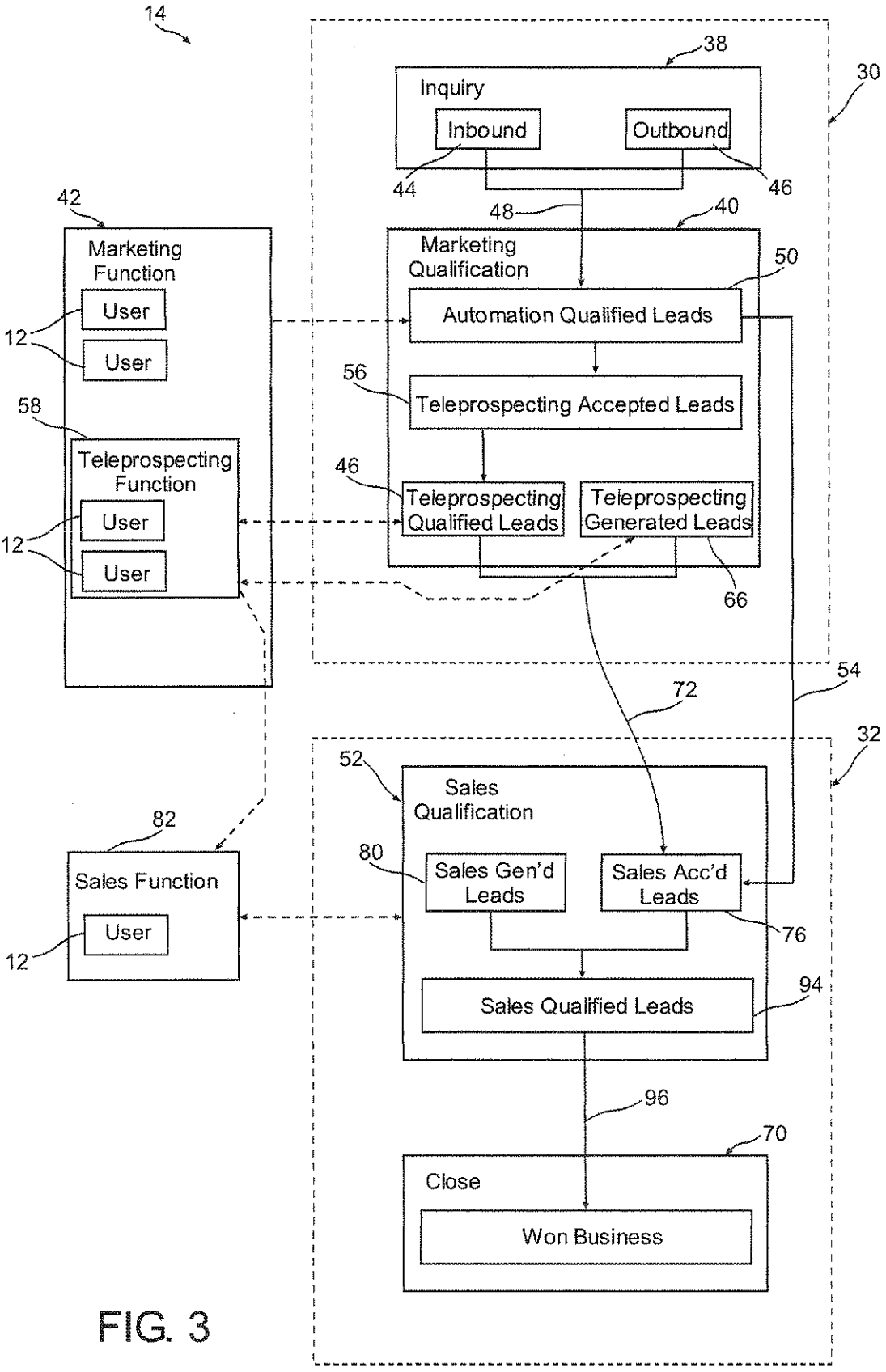

14
38
30
Inquiry
Inbound
Outbound
44
46
48
40
42
Marketing Function
Marketing Qualification
50
User
12
User
Automation Qualified Leads
56
Teleprospecting Accepted Leads
58
Teleprospecting Function
46
User
12
User
Teleprospecting Qualified Leads
Teleprospecting Generated Leads
66
54
72
32
52
Sales Qualification
82
80
Sales Function
Sales Gen'd Leads
Sales Acc'd Leads
User
12
76
Sales Qualified Leads
94
96
70
Close
Won Business

FIG. 3

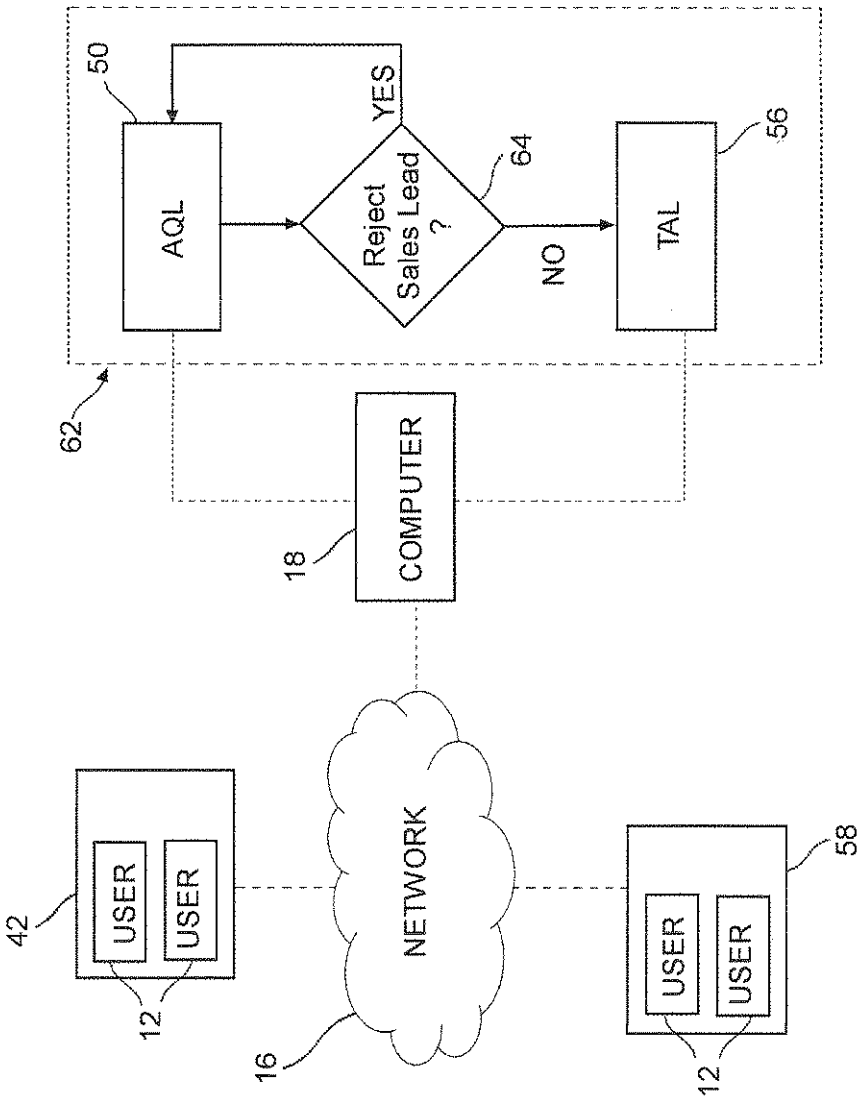

50
AQL
YES
Reject Sales Lead ?
64
NO
TAL
56
62
COMPUTER
18
NETWORK
16
42
USER
USER
12
58
USER
USER
12

FIG. 4

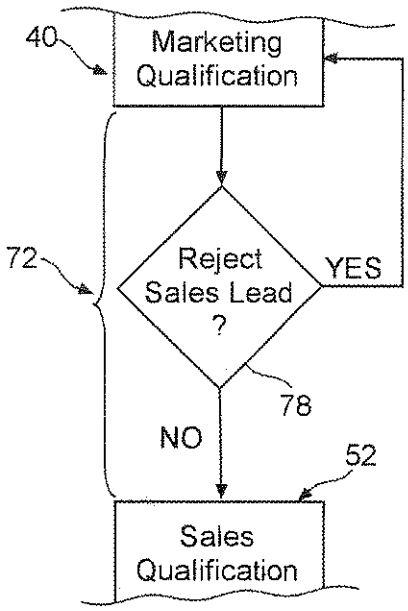

40
Marketing Qualification
72
Reject Sales Lead ?
YES
78
NO
52
Sales Qualification

FIG. 5

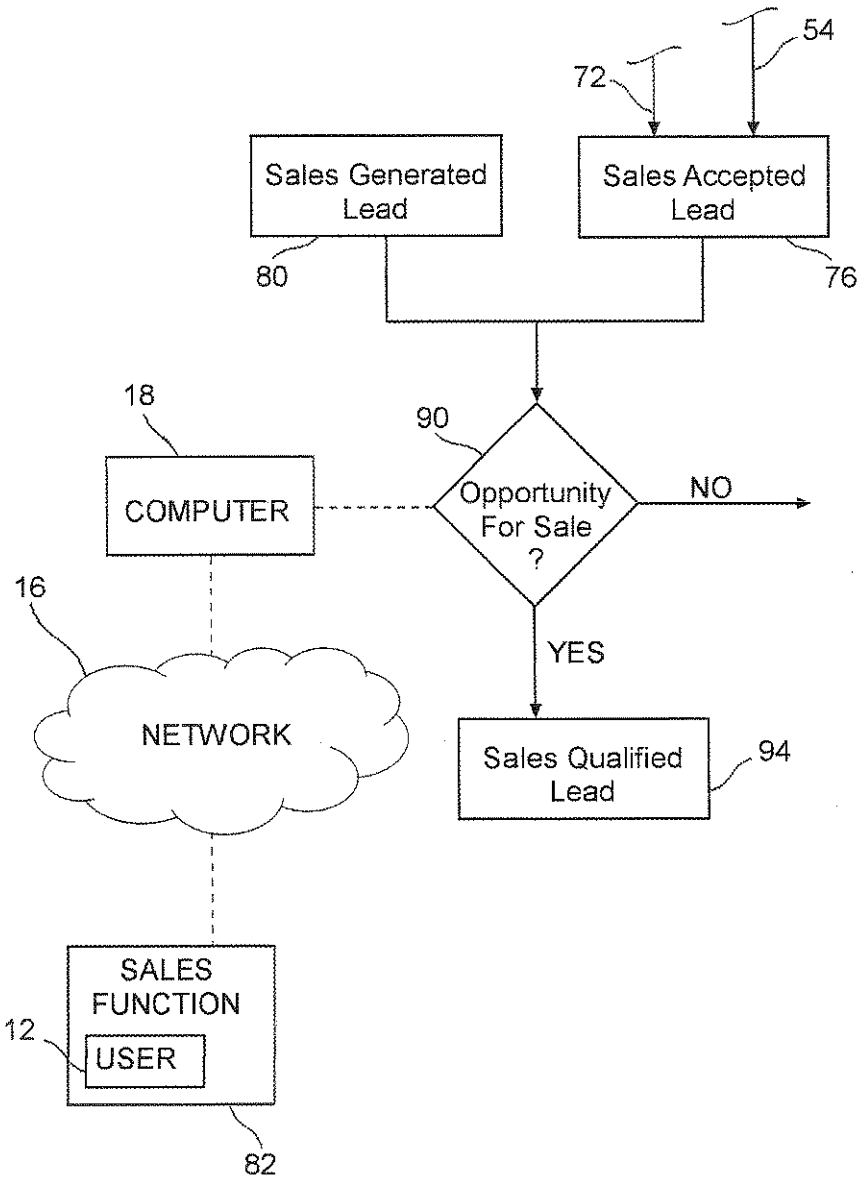

54
72
Sales Generated Lead
Sales Accepted Lead
80
76
18
90
COMPUTER
Opportunity For Sale ?
NO
16
YES
NETWORK
Sales Qualified Lead
94
SALES FUNCTION
12
USER
82

FIG. 6