

RESOURCE

RESOURCE GROUP

CRM RESOURCE TEAM

CRM RESOURCE GROUP

INDIVIDUAL RESOURCE

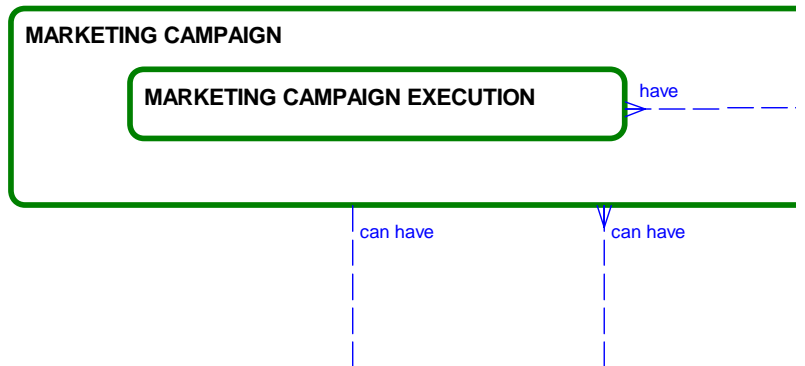
**CRM PERSON
RESOURCE**

PROPERTY RESOURCE

have

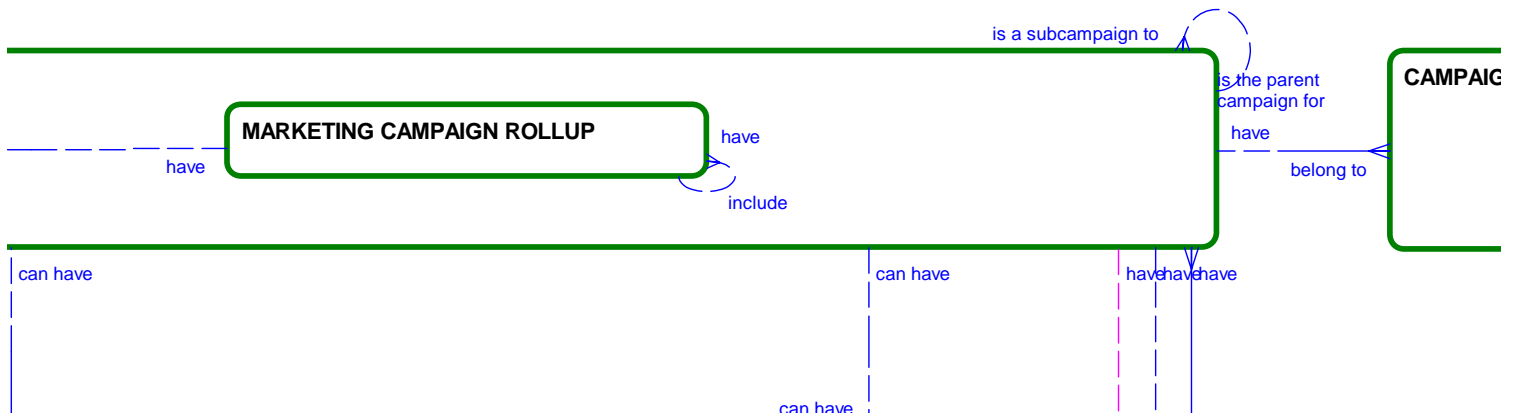


Oracle Inter Logica



actions - Release 11i

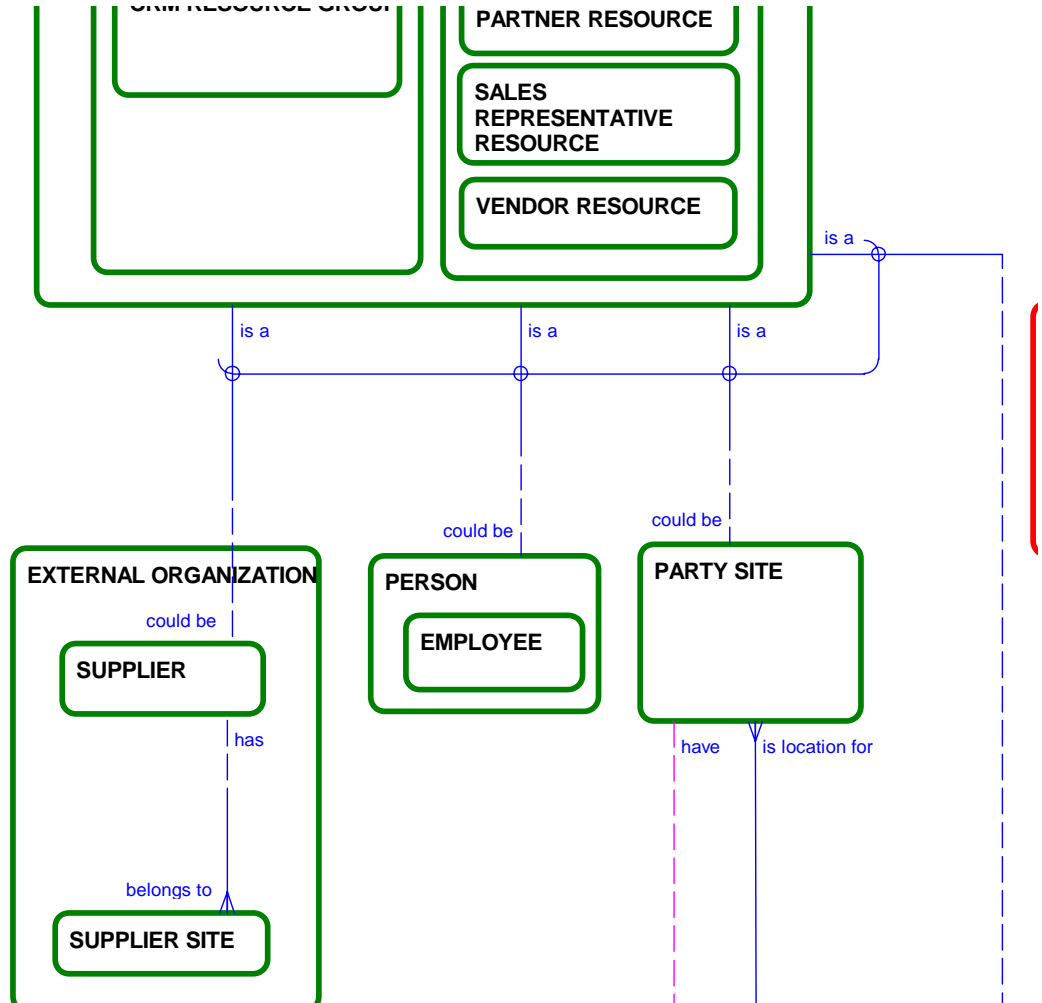
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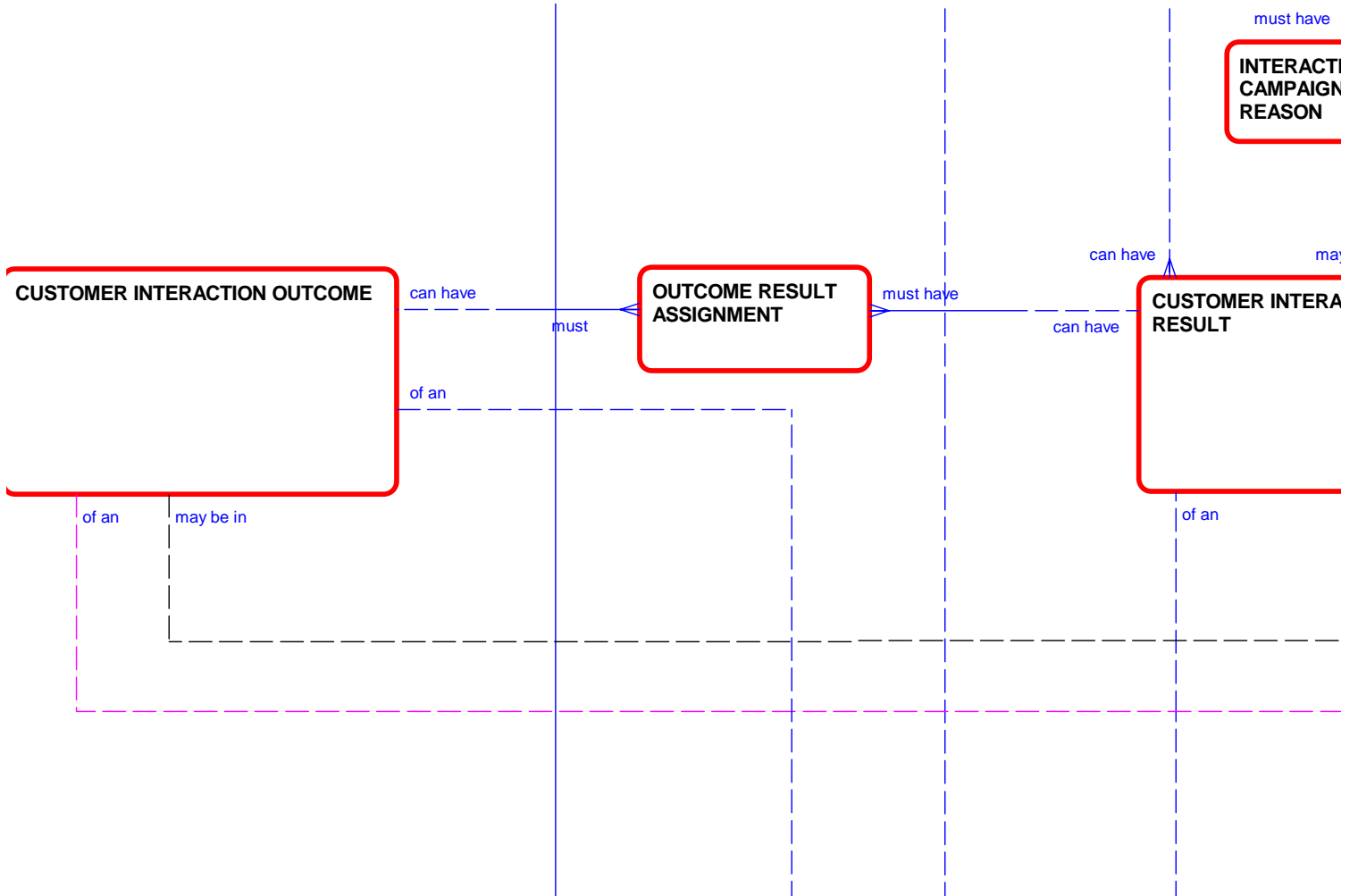


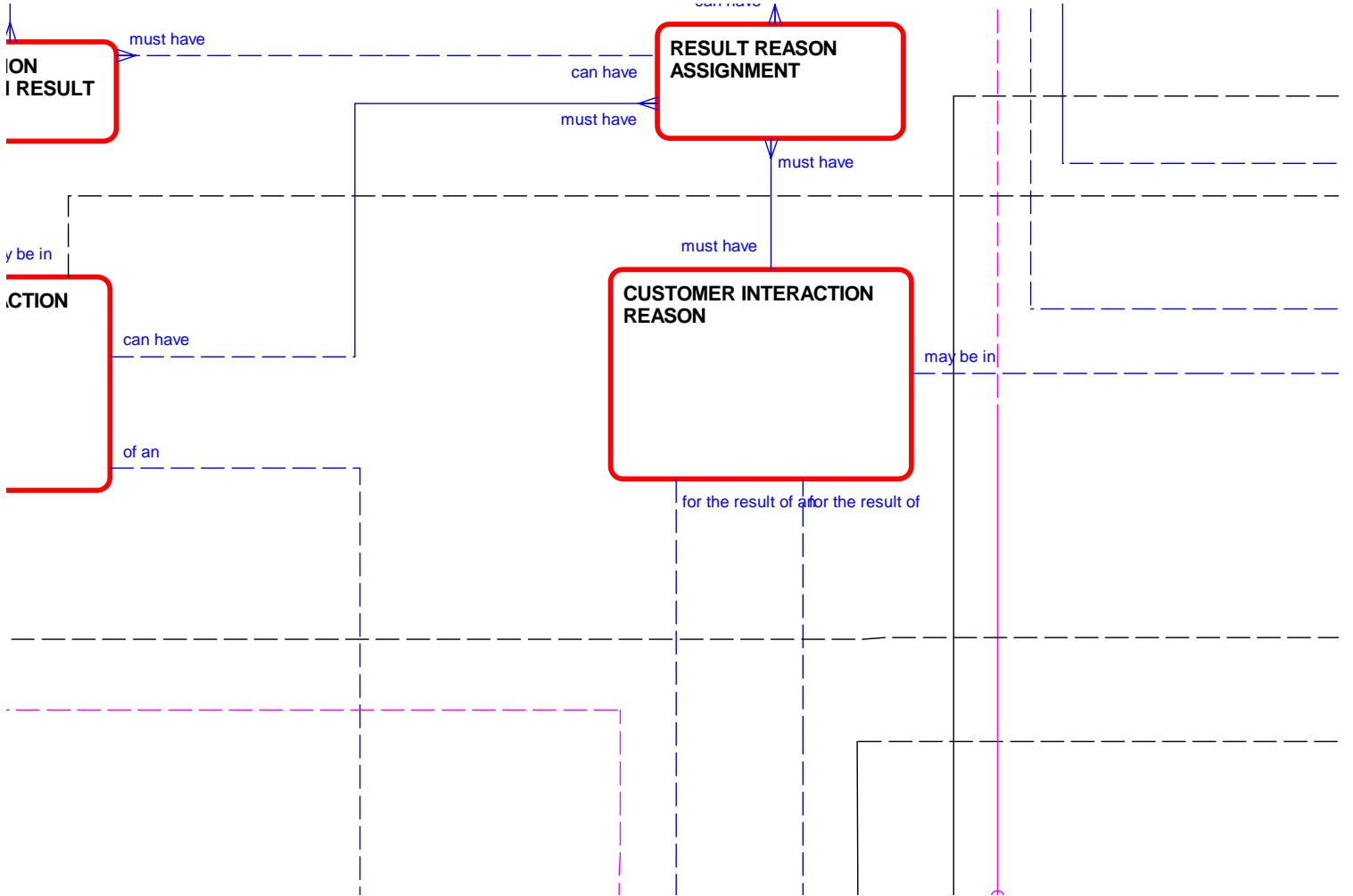
IN SCHEDULE

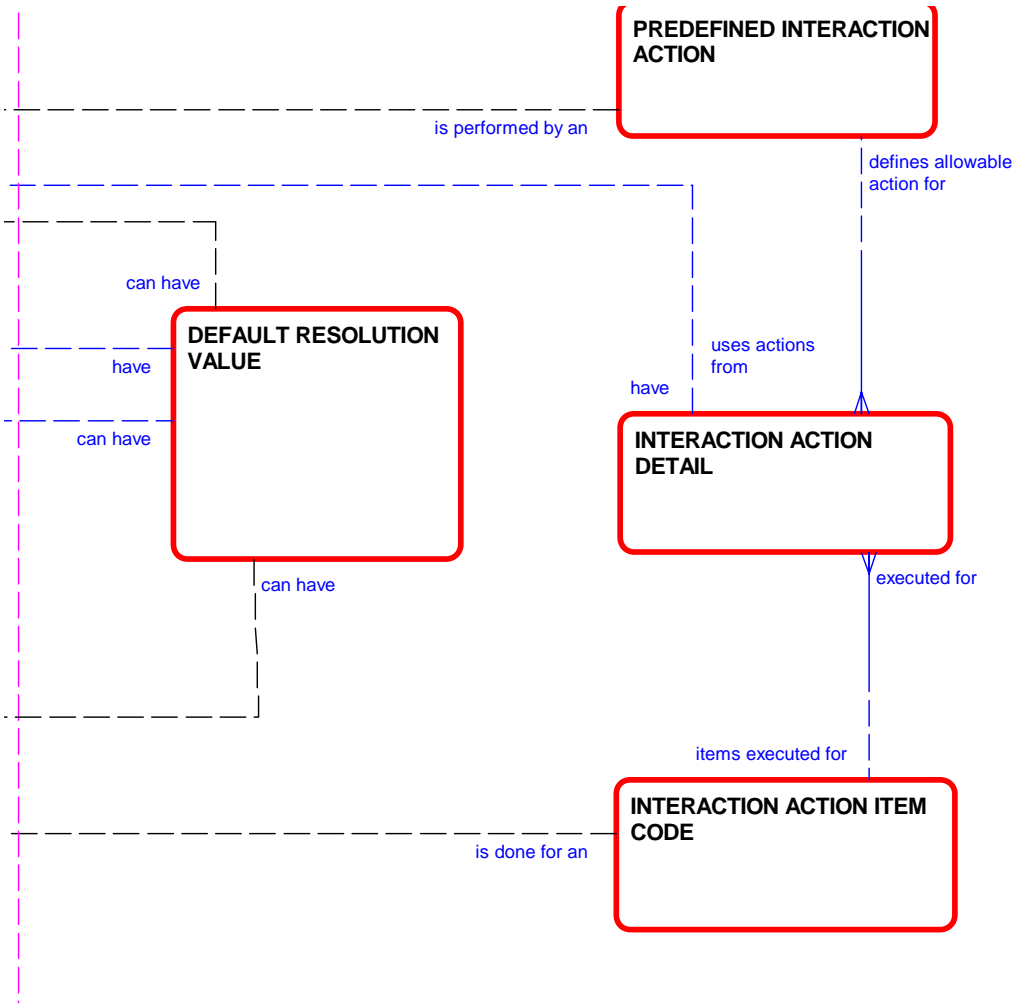
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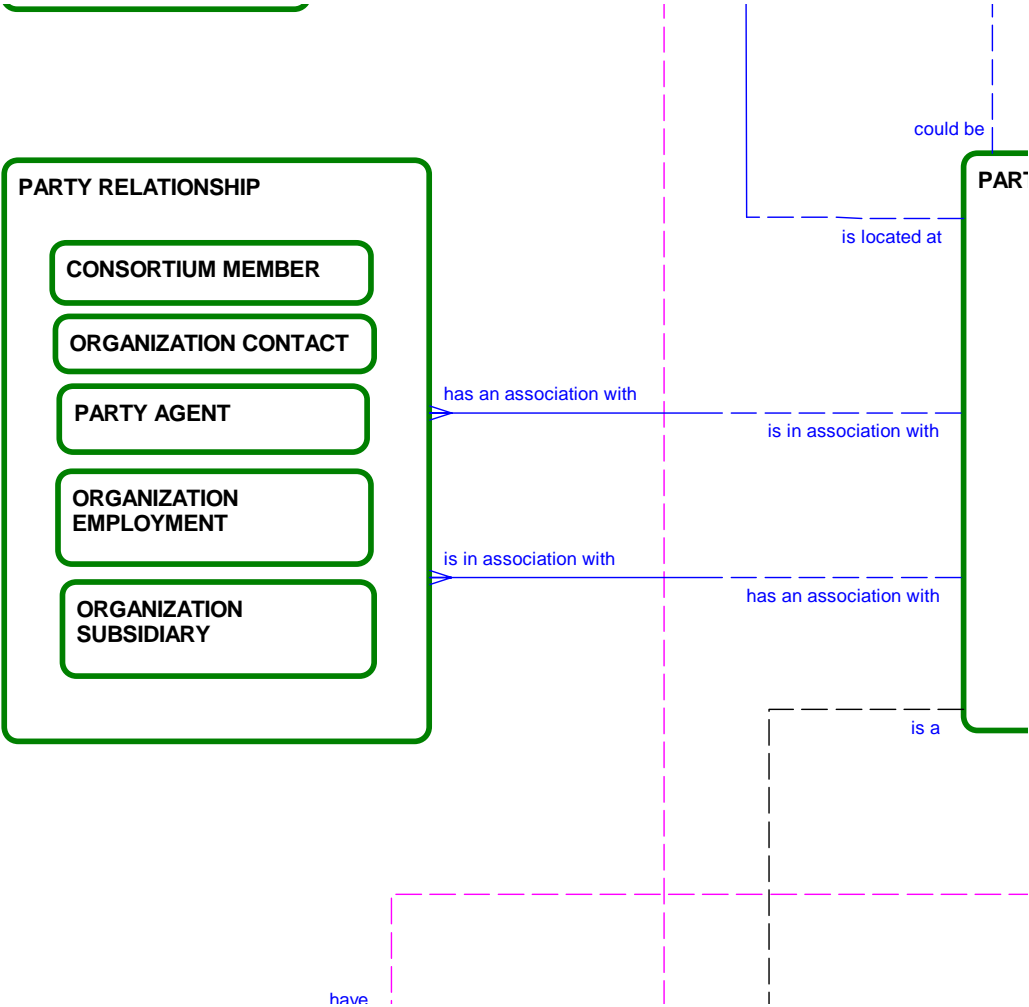














CUSTOMER INTERACTION

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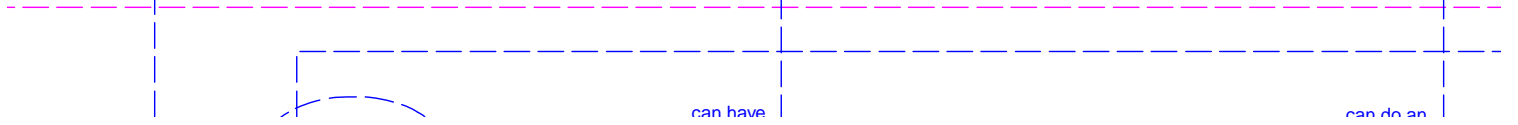
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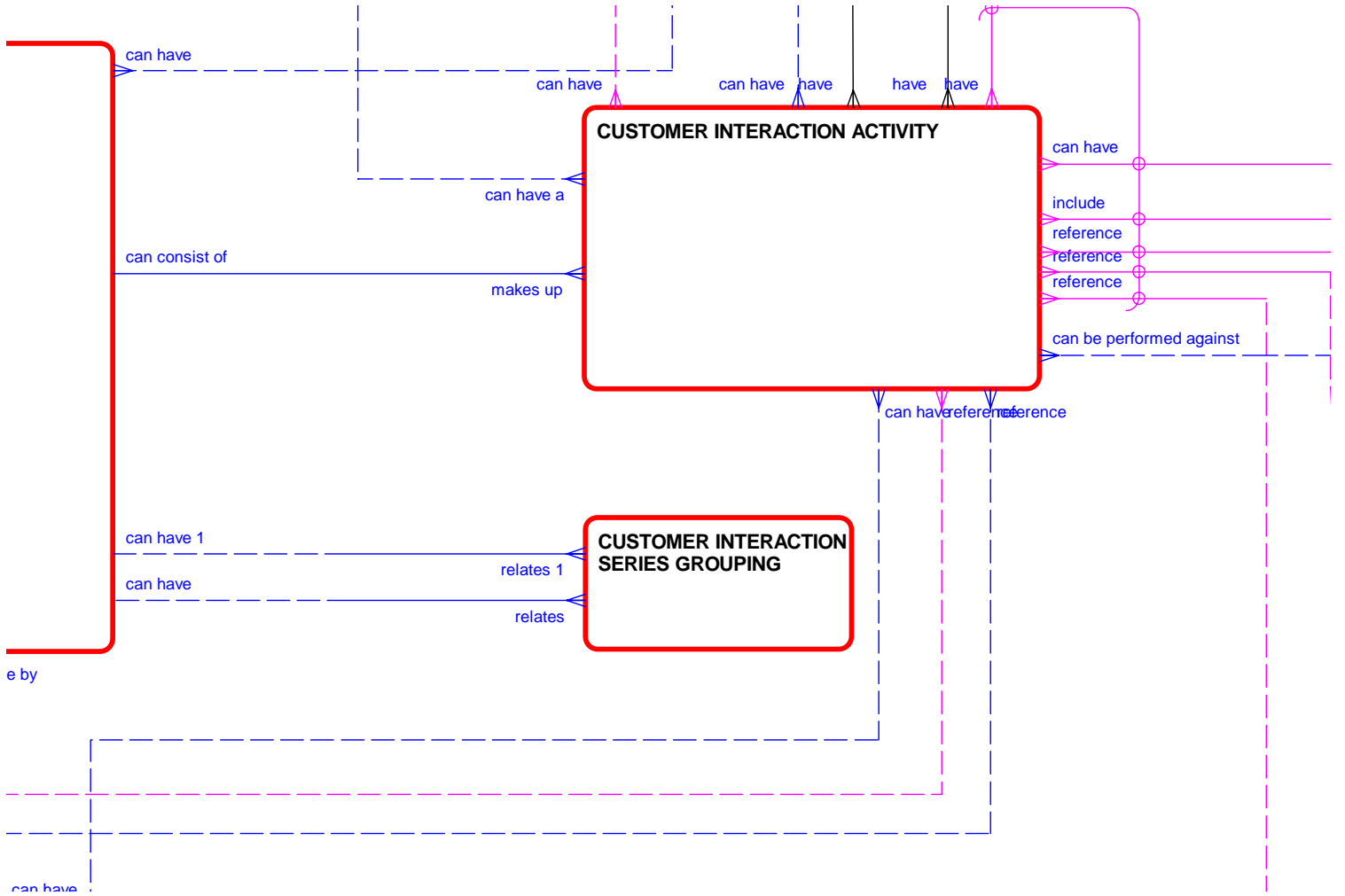
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CUSTOMER INTERACTION MEDIA TYPE

INTERACTION MEDIA TYPE PHONE CALL

INTERACTION MEDIA TYPE VOICE MAIL

INTERACTION MEDIA TYPE EMAIL

INTERACTION MEDIA TYPE FAX

INTERACTION MEDIA TYPE WEB COLLABORATION

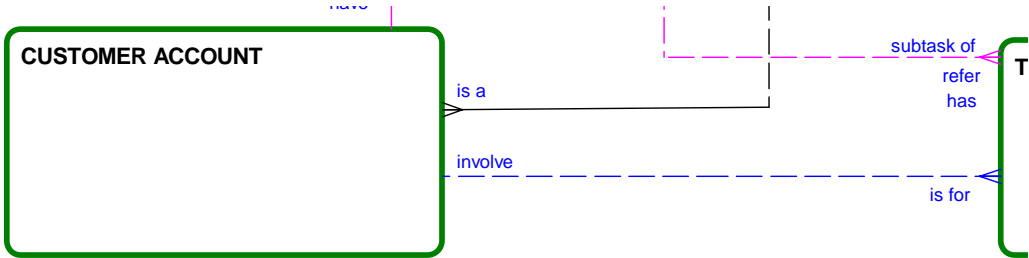
INTERACTION MEDIA TYPE POSTAL MAIL

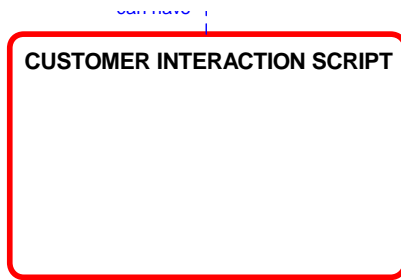
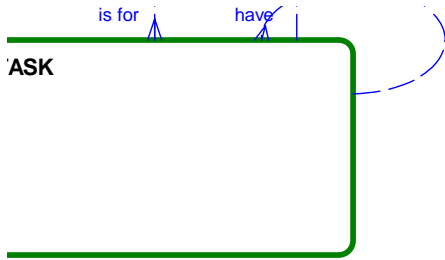
INTERACTION MEDIA TYPE WEB FORM

INTERACTION MEDIA TYPE KIOSK

INTERACTION MEDIA TYPE ATM

can
cause

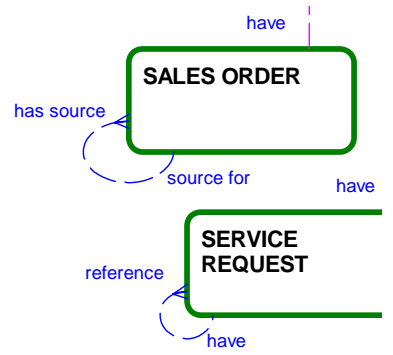
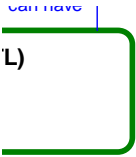




OF

A P P

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This logical data
Release



RACLE[®]

l i c e n s e s

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This model is subject to change without notice.
Release/Version Number: 11.1.0

references

**SALES
OPPORTUNITY**

have

SALES LEAD

Title : CRM Interactions Release 11i
Modified : 25 May 2000 16:16:27
Author : Michelle Mol for James Baldo
Application System : JTF 115
Username : jtfcase
Connect String : case115