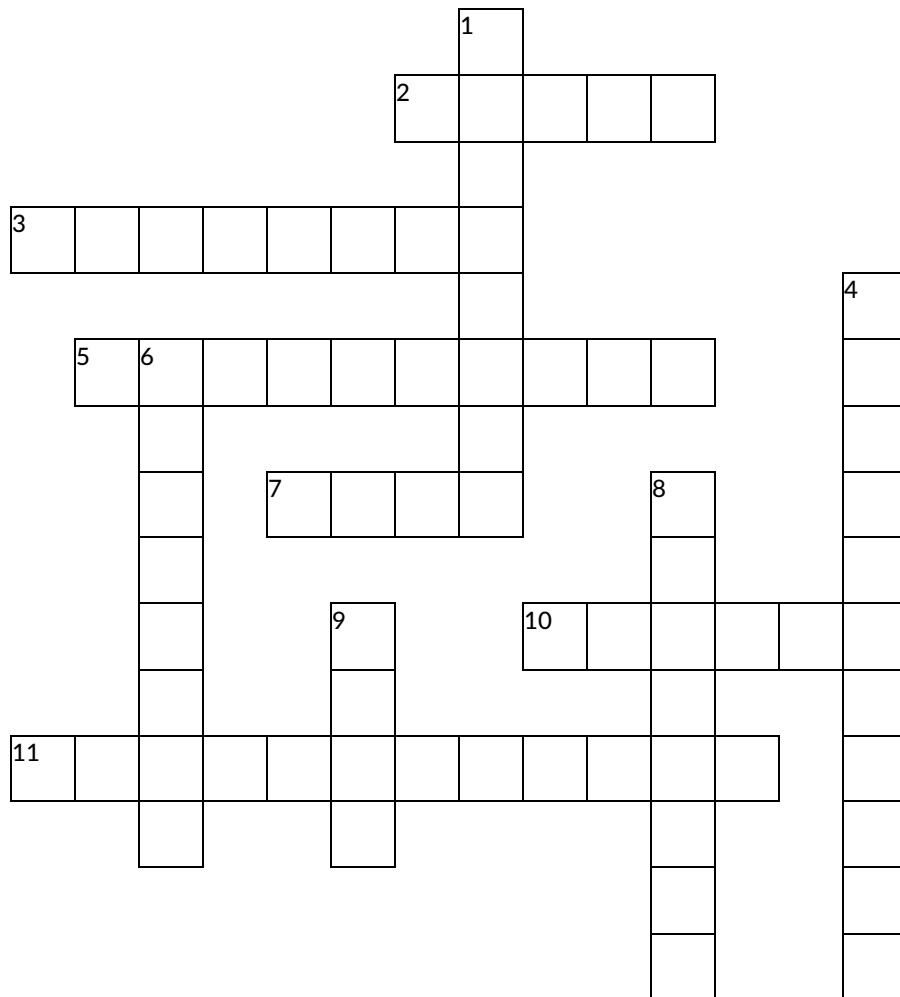


CRM: SFA Crossword



Across

2. clearly demonstrates the options selected, the prices, and discounts
3. any person or entity that is not yet a customer
5. knowledge _____
7. number of CRM categories
10. sales forecast
11. T in F.A.C.T.

Down

1. _____ 360 view
4. salesperson believes there is a reasonable chance to make a sale to this person
6. green-light from manager
8. funnel of potential sales
9. person or company that has an expressed or implied interest