

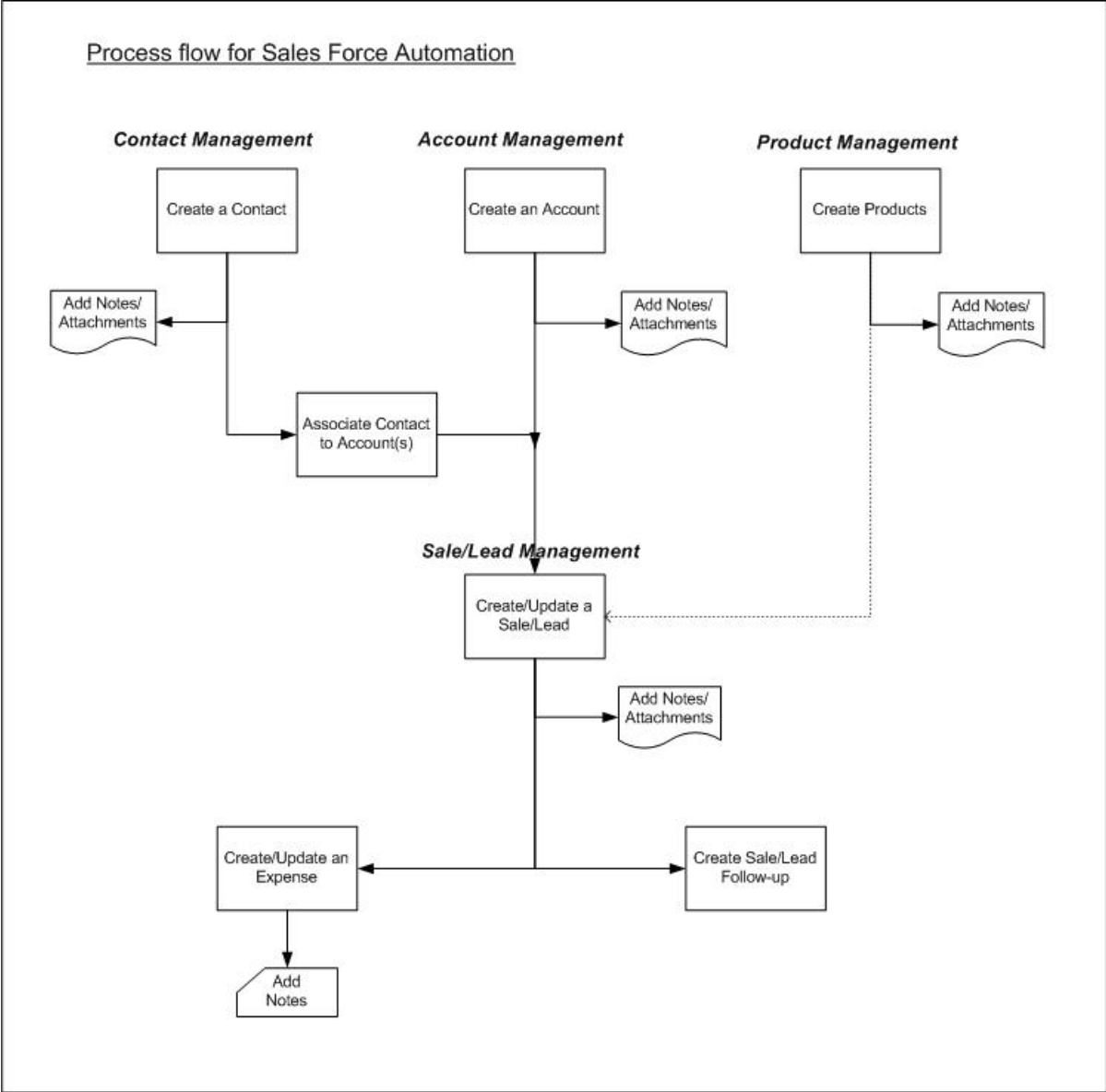
Process Flows

1. Process Flows

There are currently four diagrams of four process flows within the CustCentric system.

1.1. Sales Force Process Flow

The following diagram explains how to create Accounts, Contacts, Sales and Products for use within the Sales Force Module.

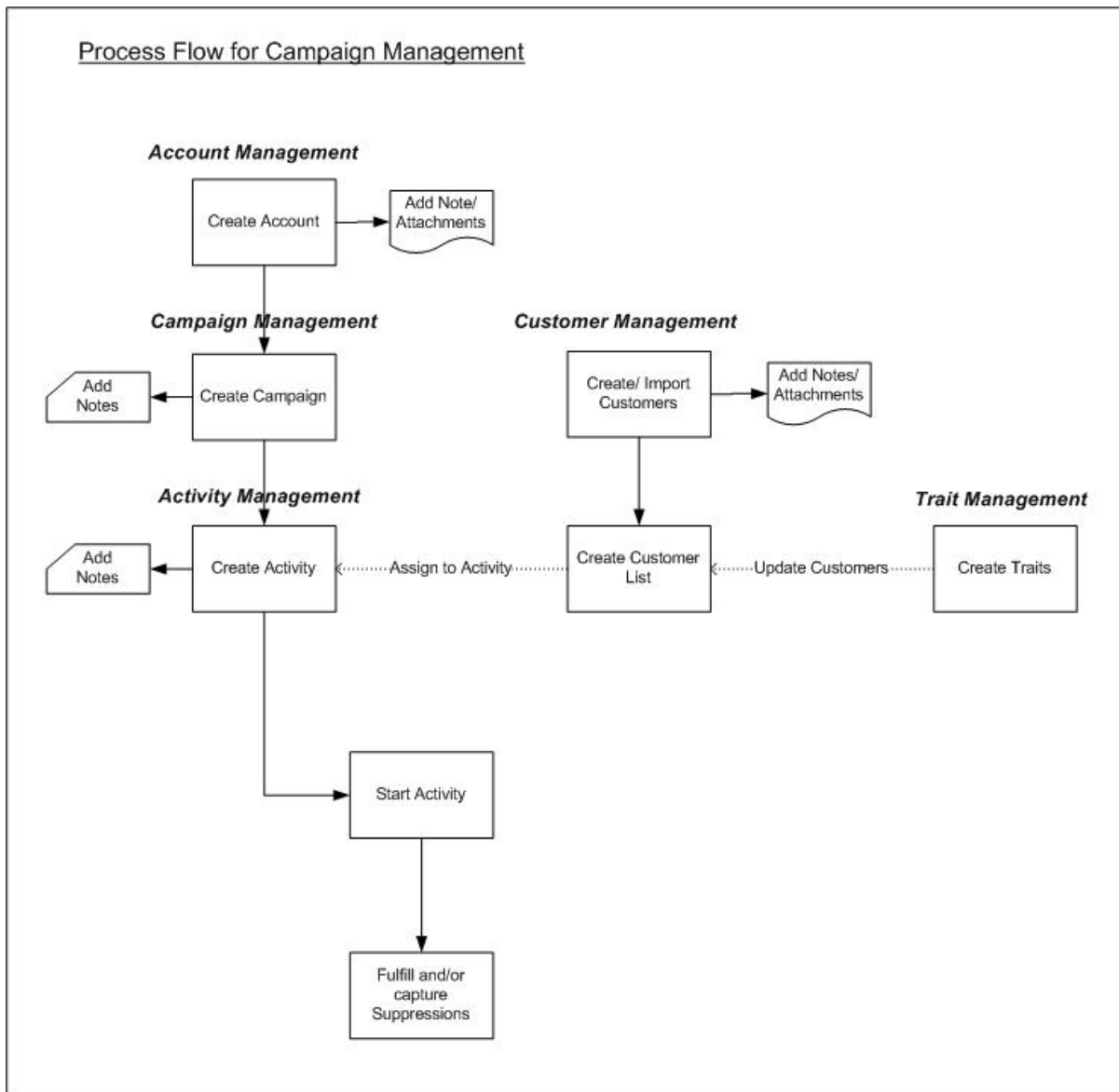


Sales Force Process Flow

1.2. Campaign Management Process Flow

The following diagram explains how to create Accounts, Campaigns, Activities, Customers, Customer Lists and Traits within the Campaign Management Module.

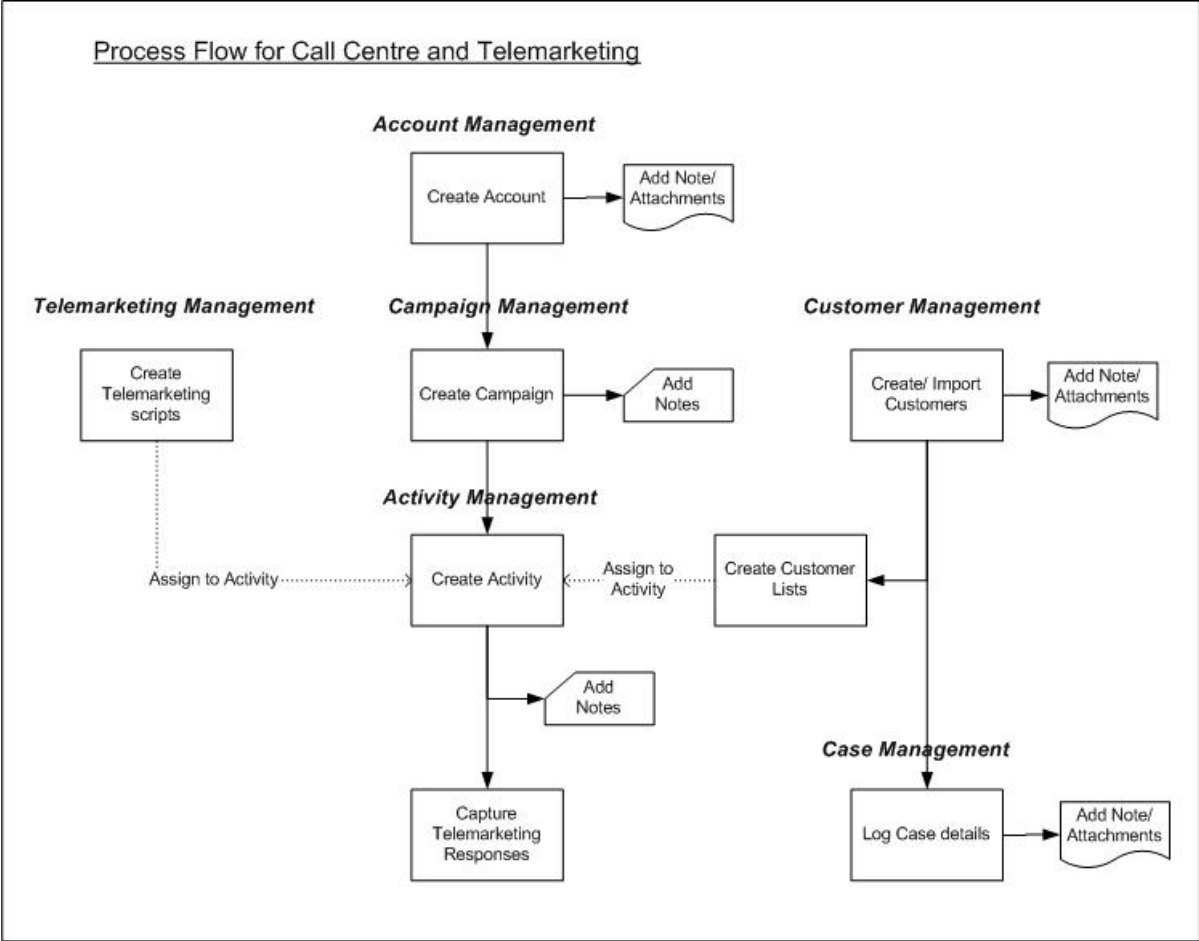
Process Flows



Campaign Management Process Flow

1.3. Call Centre Process Flow

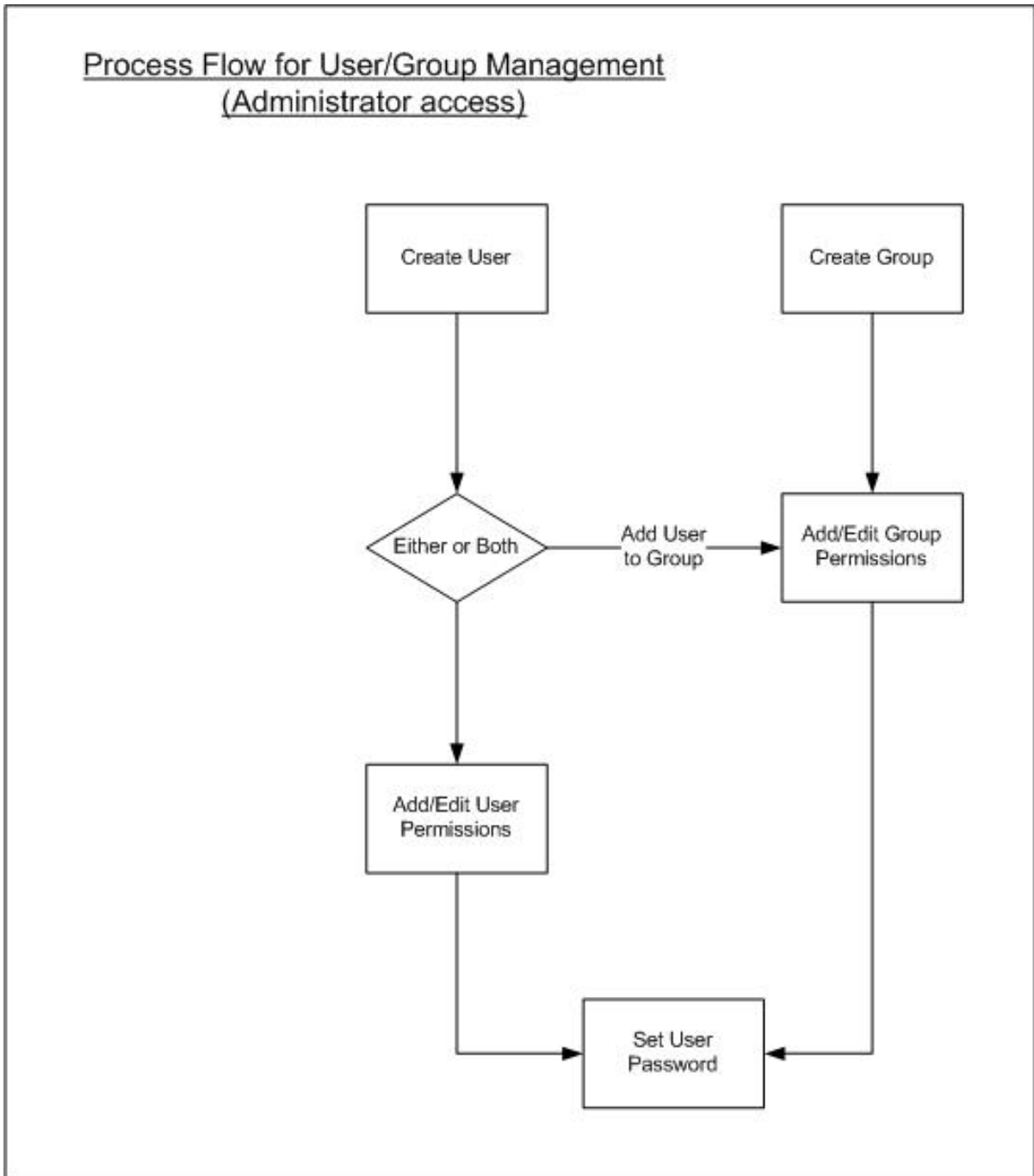
The following diagram explains how to create Accounts, Campaigns, Activities, Customers, Customer Lists, Telemarket Script and Responses within the Call Centre Telemarketing Module.



Call Centre Process Flow

1.4. Administration Process Flow

The following diagram explains how to create Users, Group and Permissions for the within the Admin section of CustCentric.



Administration Process Flow

