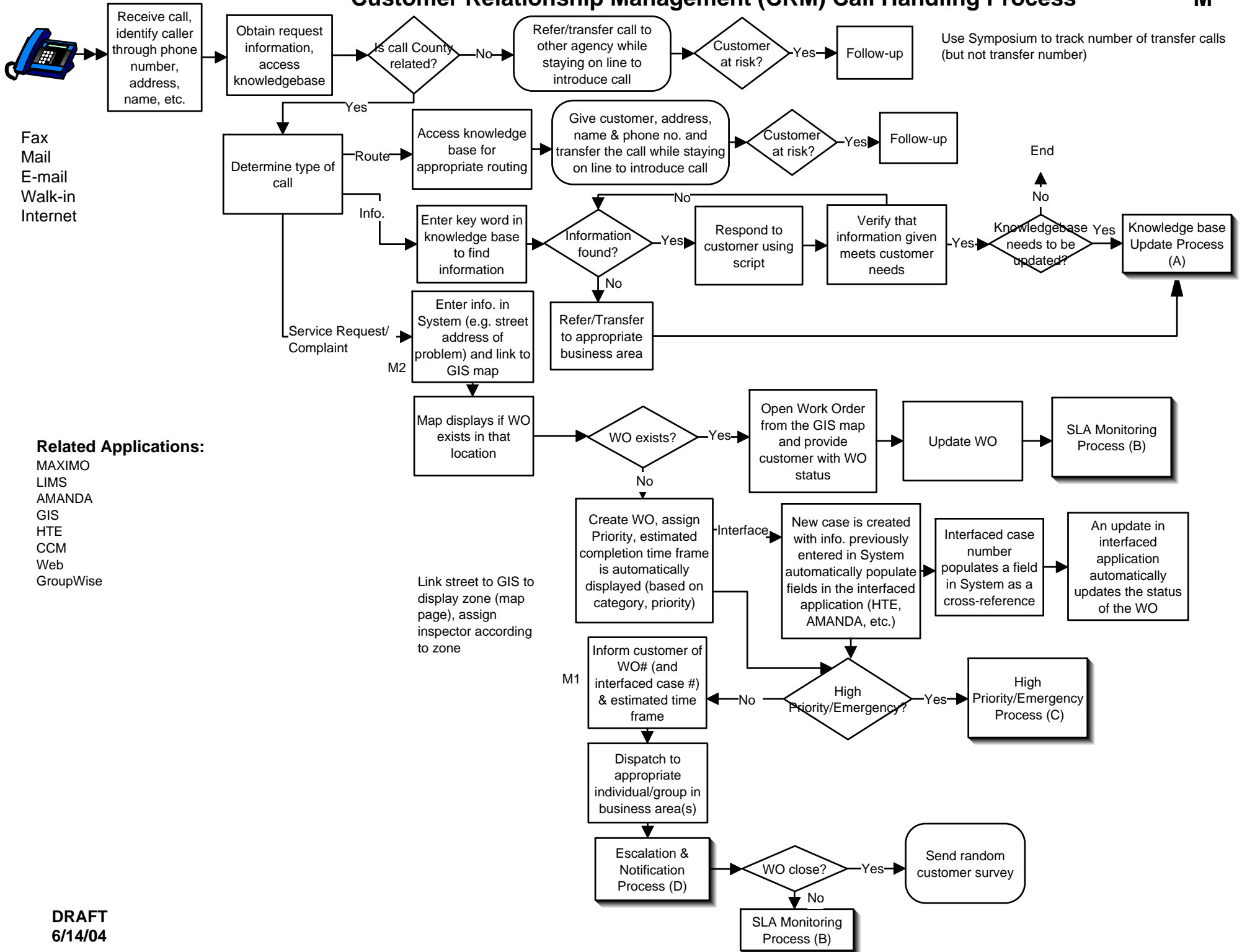


# Customer Relationship Management (CRM) Call Handling Process



Fax  
Mail  
E-mail  
Walk-in  
Internet

**Related Applications:**  
MAXIMO  
LIMS  
AMANDA  
GIS  
HTE  
CCM  
Web  
GroupWise

Link street to GIS to display zone (map page), assign inspector according to zone

M1

M2