

CRM Applications - Channel Management

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(<http://www.destinationcrm.com/articles/default.asp?ArticleID=4187>, July, 2004)
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(<http://www.cio.com/archive/070103/integration.html>, July 1, 2003)
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(<http://www.cw360.com/articles/article.asp?liArticleID=112250&liFlavourID=1>, May 8, 2002)
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(<http://www.cw360.com/articles/article.asp?liArticleID=112254&liFlavourID=1>, May 8, 2002)
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(<http://www.cw360.com/articles/article.asp?liArticleID=112255&liFlavourID=1>, May 8, 2002)
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(<http://www.cioinsight.com/article2/0,1397,285090,00.asp>, July 1, 2002)