

Call Center Inventory Change History Log

Suggested Changes	Page	Author	Date	Change Made Y/N	Comment
All Business Cases					
Change all references of the name of Call Center Redesign business case to Call Center Optimization	All	Mike Figgins	1/29/2001	Y	
Change all references of the name of SFA CRM Application business case to Common CRM Application	All	Michael Kinfu	1/29/2001	Y	
Appendix					