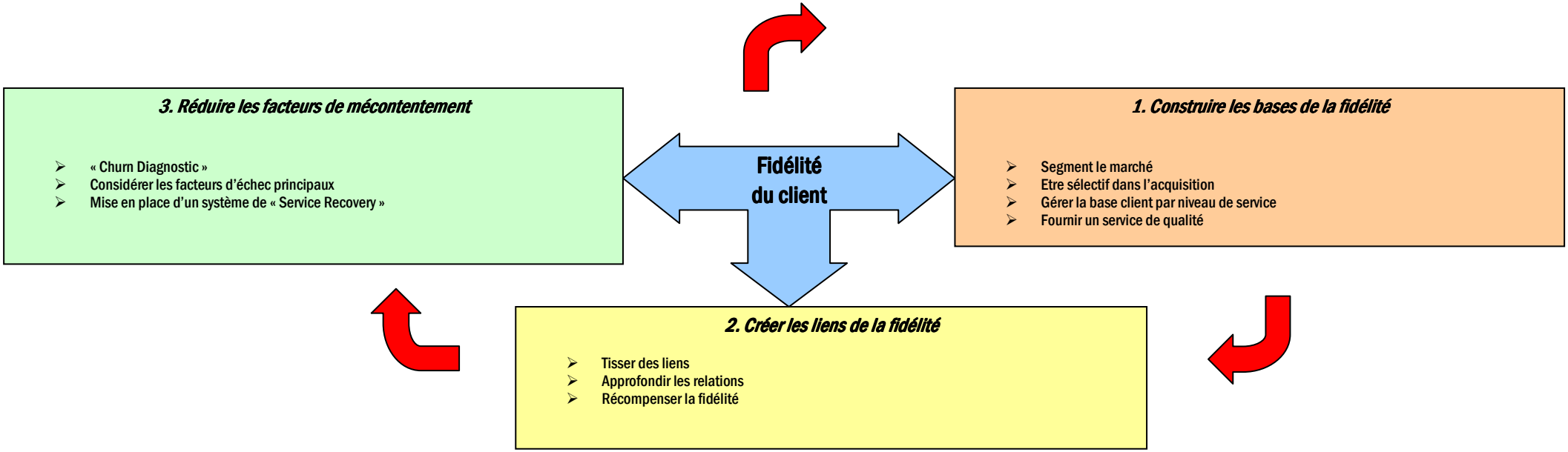
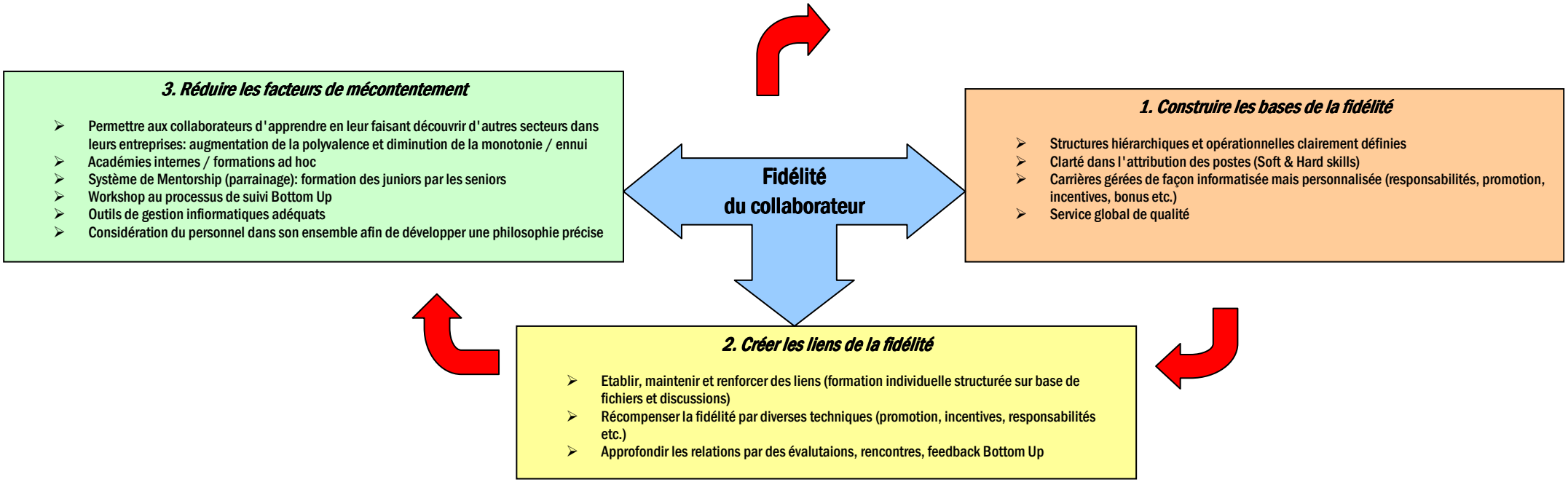
Customer / Employee Relationship Management
Le processus