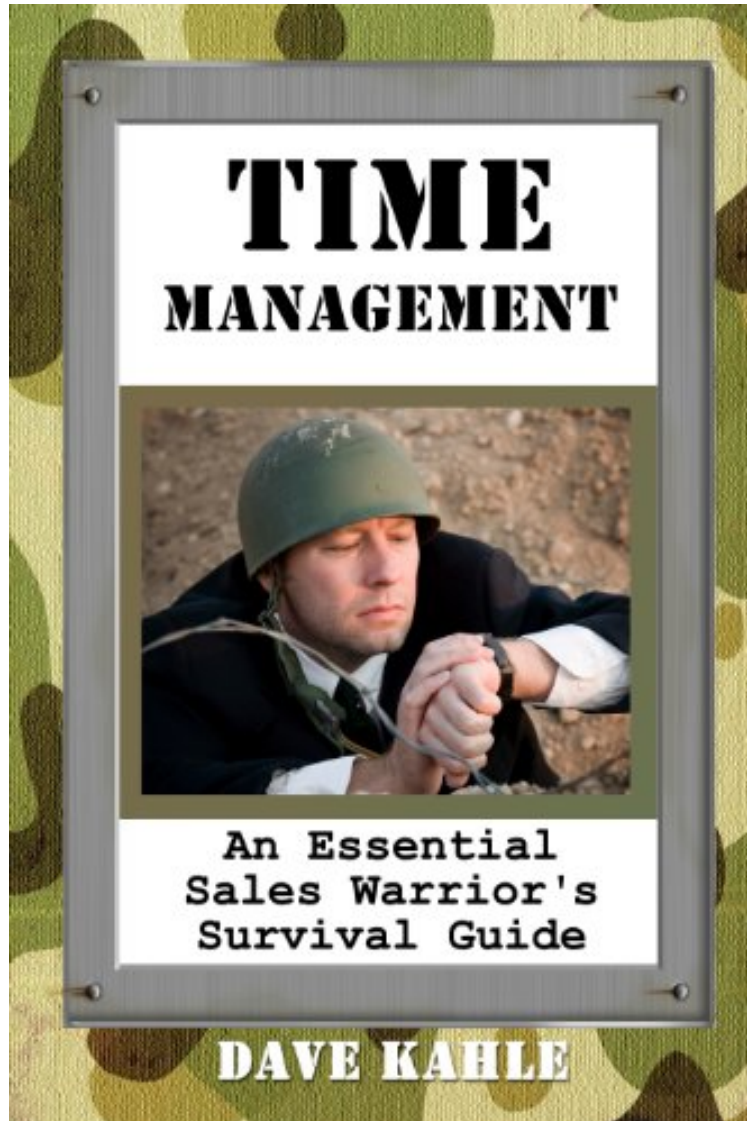


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The life of a 21st-century salesperson is a battlehellip;with an overwhelming number of things to do, ever-rising expectations, and conflicting pressures. Customers are more sophisticated, more demanding, and harder to see then ever. Voice mail has made it necessary for many salespeople to spend an inordinate amount of time on the phone. Salespeople are being asked to collect more information about their customers, report in ever-more sophisticated ways,

use more and more complex computer programs, and take part in more meetings than ever before.