DYNAMIC PAGE -- HIGHEST POSSIBLE CLASSIFICATION IS TOP SECRET // SI / TK // REL TO USA AUS CAN GBR NZL



(U//FOUO) CRD News-in-Brief: New Tool to Support Visits to SID

FROM:

Technical Leader, Customer Gateway (S11)

Run Date: 02/17/2004

FROM: Technical Leader, Customer Gateway (S11)

(U//FOUO) Today, the SID Visits team will begin user-testing of a new tool designed to support the visit coordination process. The testing is part of a pilot effort in the Customer Relationships Directorate to test commercial Customer Relationship Management (CRM) tools in SID.

(U//FOUO) Customer Gateway and Customer Response have worked diligently since early October 2003 to implement Siebel, industry's leading CRM software. The tool, which has not been given a fancy or technical cover name, will facilitate the coordination, tracking, and reporting of SID visits as never before. Operational testing will begin upon completion of associated system security processes.

(III//FOLIO) DOC:		Cuctomor	Catoway	Tachnical	Loador	
(U//FOUO) POC:	,	Customer	Galeway,	recillical	Leauei,	
					•	

"(U//FOUO) SIDtoday articles may not be republished or reposted outside NSANet without the consent of S0121 (DL sid_comms)."

DYNAMIC PAGE -- HIGHEST POSSIBLE CLASSIFICATION IS TOP SECRET // SI / TK // REL TO USA AUS CAN GBR NZL DERIVED FROM: NSA/CSSM 1-52, DATED 08 JAN 2007 DECLASSIFY ON: 20320108