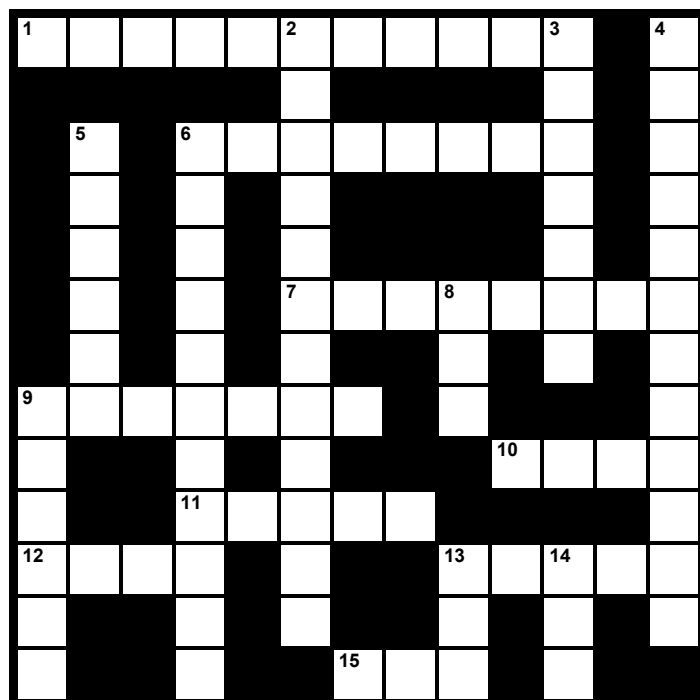


Buzzwords_13x13_2003-12-22

B.B. Huria



Across

- 1 Originally this term denoted the fabric quality. In present day society it also refers to human skill level. (6,5)
- 6 CRM stands for XXXXXXXX Relationship Management. (8)
- 7 The act of letting an idea or issue rise up the organization chart to a reviewing or deciding authority. (6,2)
- 9 They watch you

through web pages and HTML e-mails. (3,4)

- 10 That's what 'H' in 'SOHO' stands for. (4)
- 11 That's what 'S' in 'SOHO' stands for. (5)
- 12 A growing wireless standard. (4)
- 13 Business to Business to Consumer. (5)
- 15 Just another interface to connect gadgets to your PC. (3)

Down

- 2 State unambiguously or remove ambiguities from. (12)
- 3 Just turn the key and it works. (7)
- 4 It refers to openness, visibility, accessibility, public accountability, etc. (12)
- 5 That's what 'O' in 'SOHO' stands for. (6)
- 6 A Web page that opens after you unsubscribe

from an e-mail list, where a final appeal is made to keep you. (7,4)

- 8 Business-to-anybody. (3)
- 9 A business concept or hypothesis, where there is no loser. (3-3)
- 13 Business-to-business. (3)
- 14 Business to Consumer. (3)