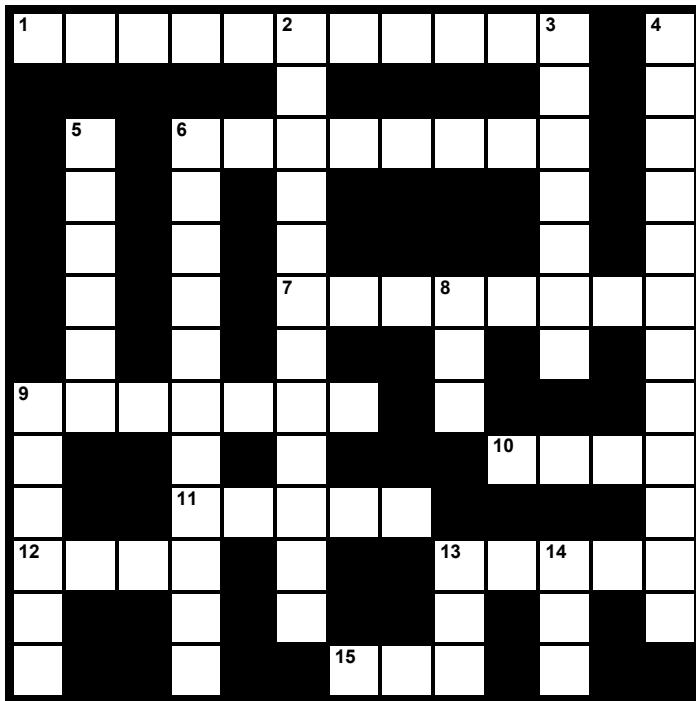


## Buzzwords \_ 13x13 \_ 2003-12-22

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### 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)