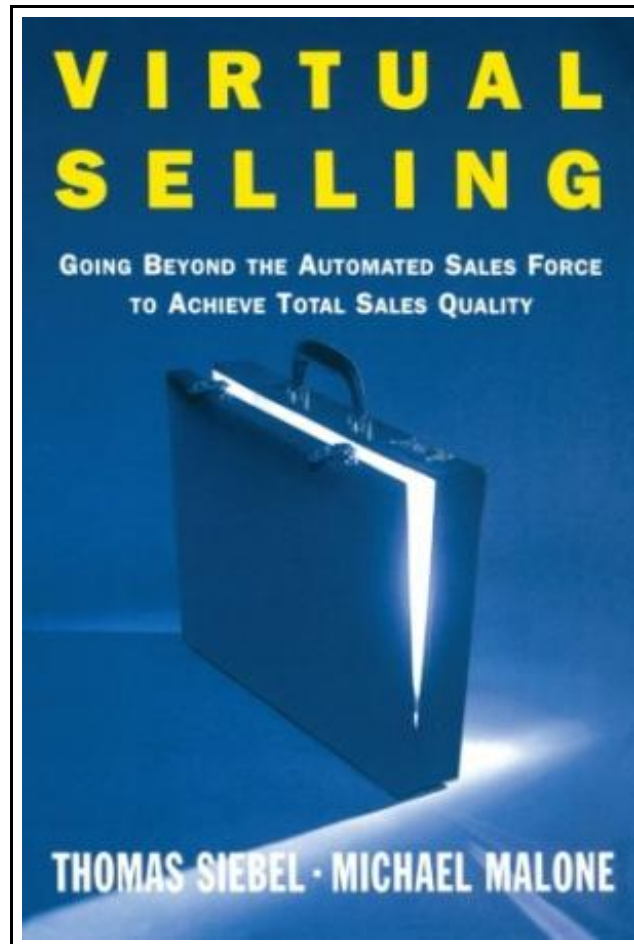


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VIRTUAL SELLING: GOING BEYOND THE AUTOMATED SALES FORCE TO ACHIEVE TOTAL SALES QUALITY



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