

# Business Process Map Worksheet

[illegible]

*Below are some technology solutions that may help you achieve your business goals.*

Website

Blog

## Podcasts

Online video

## Lead generation form

## Contact email form

## Email newsletters

## Email marketing messages

Online chat option for customer service

## Online appointment scheduler

## Online calendar

## Online customer surveys

## Online ratings & reviews

Online banner advertising PPC advertising

## E-commerce shopping cart

## Accounting software

E-billingOnline banking Social

media (Facebook, Twitter,  
LinkedIn, other)

Virus protection updates Security  
patch updates Computer firewall  
Router firewall

