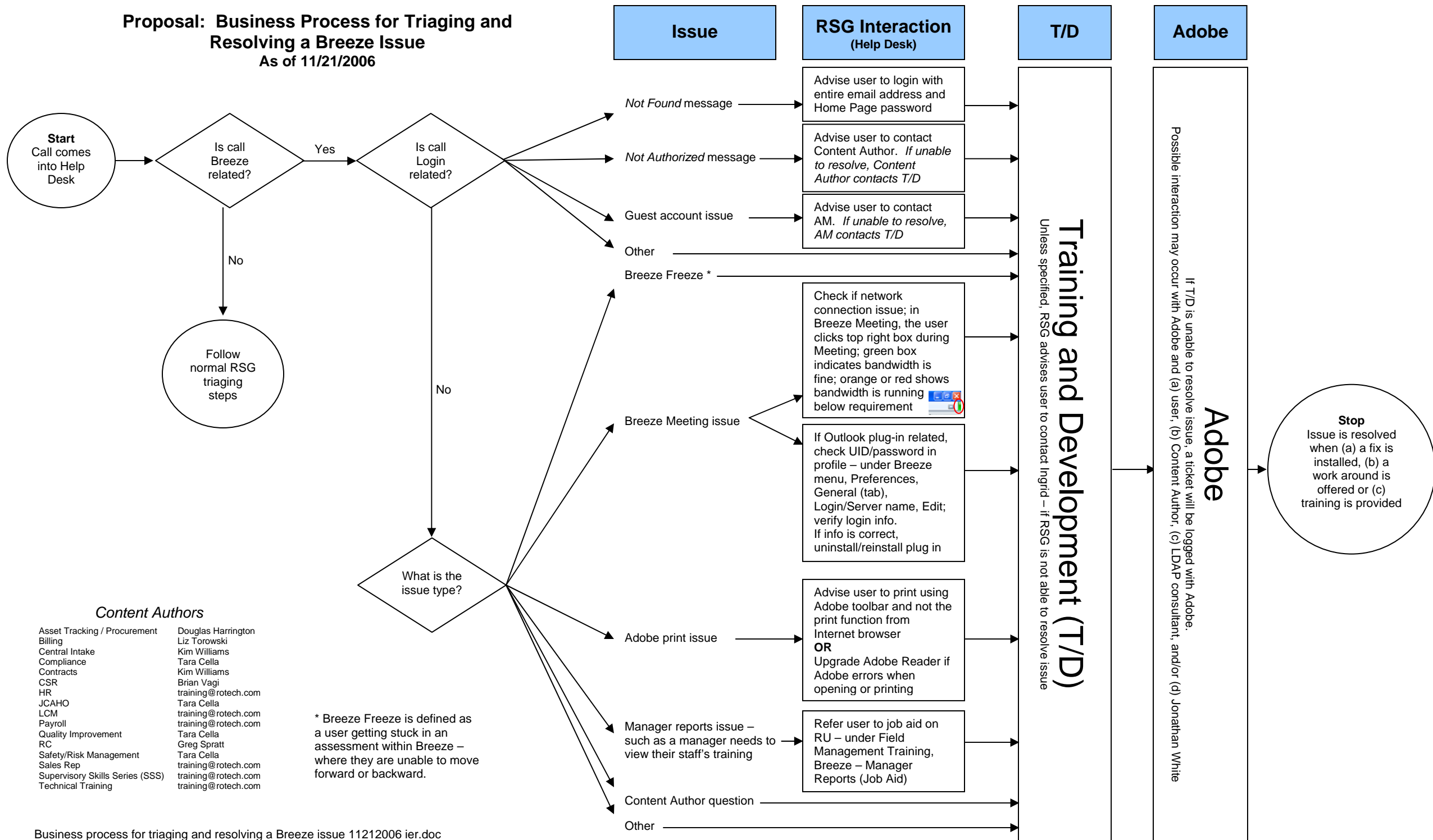


Proposal: Business Process for Triaging and Resolving a Breeze Issue
As of 11/21/2006



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* Breeze Freeze is defined as a user getting stuck in an assessment within Breeze - where they are unable to move forward or backward.