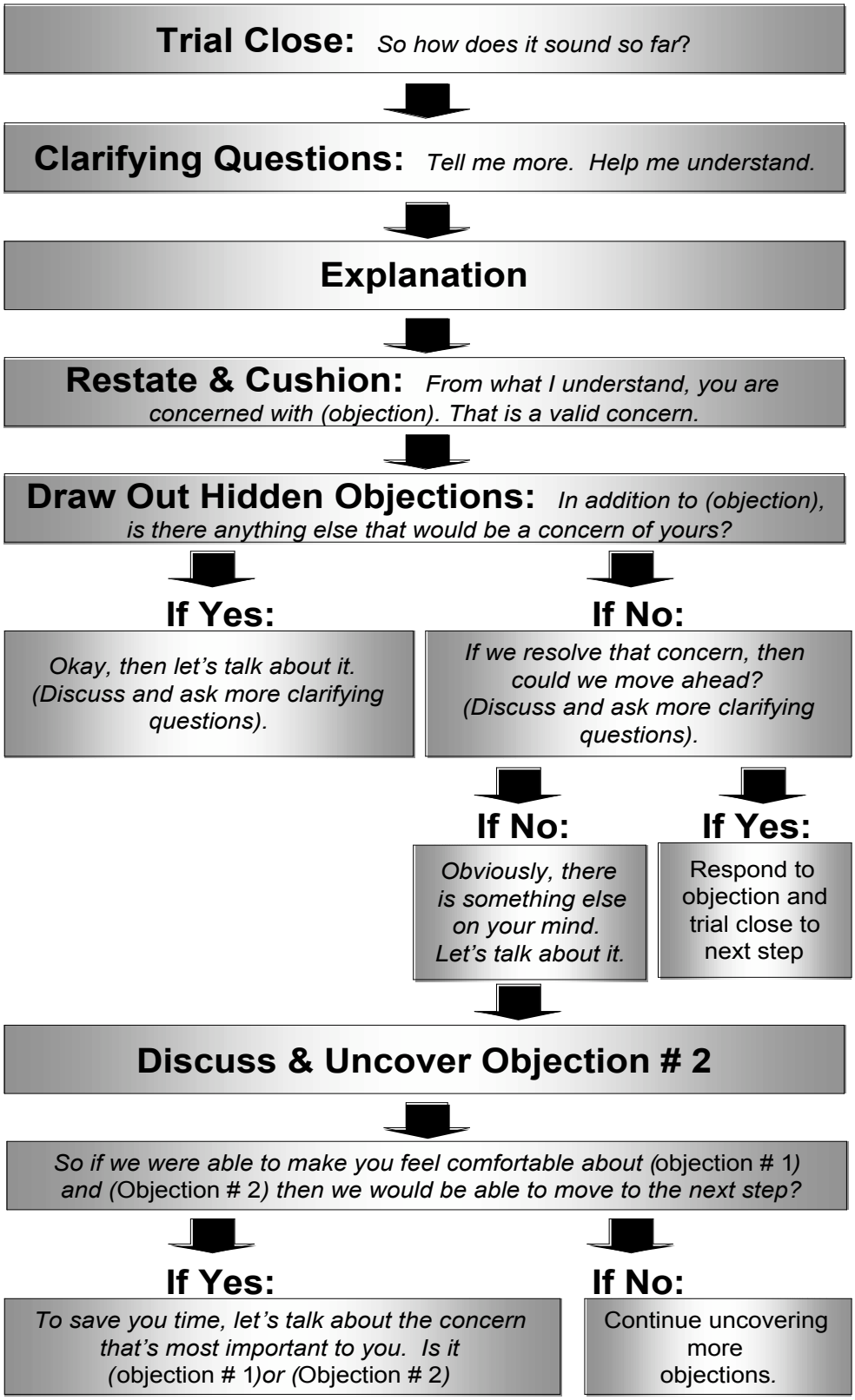Sales Tools/Resolving Objections/Objection Process