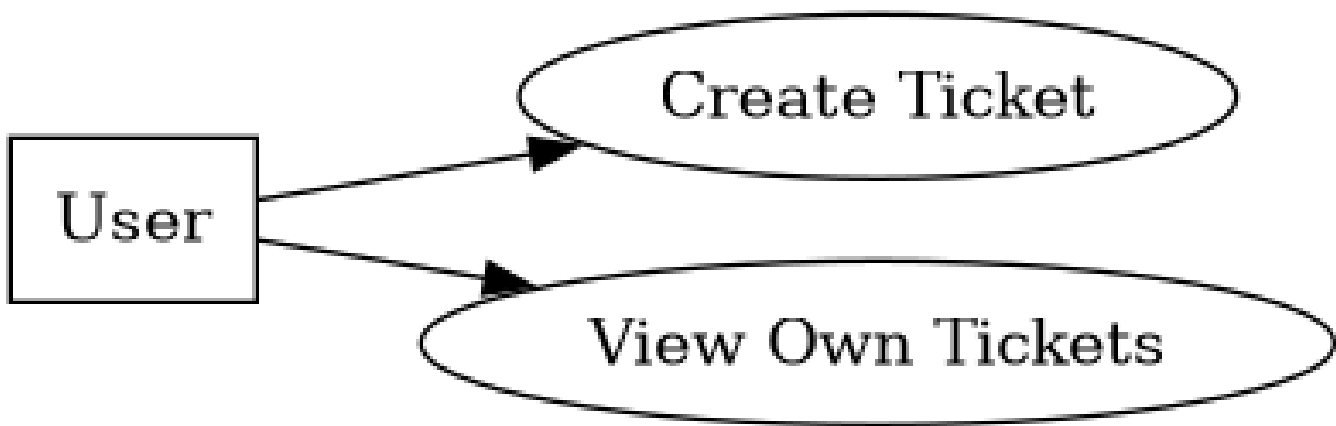
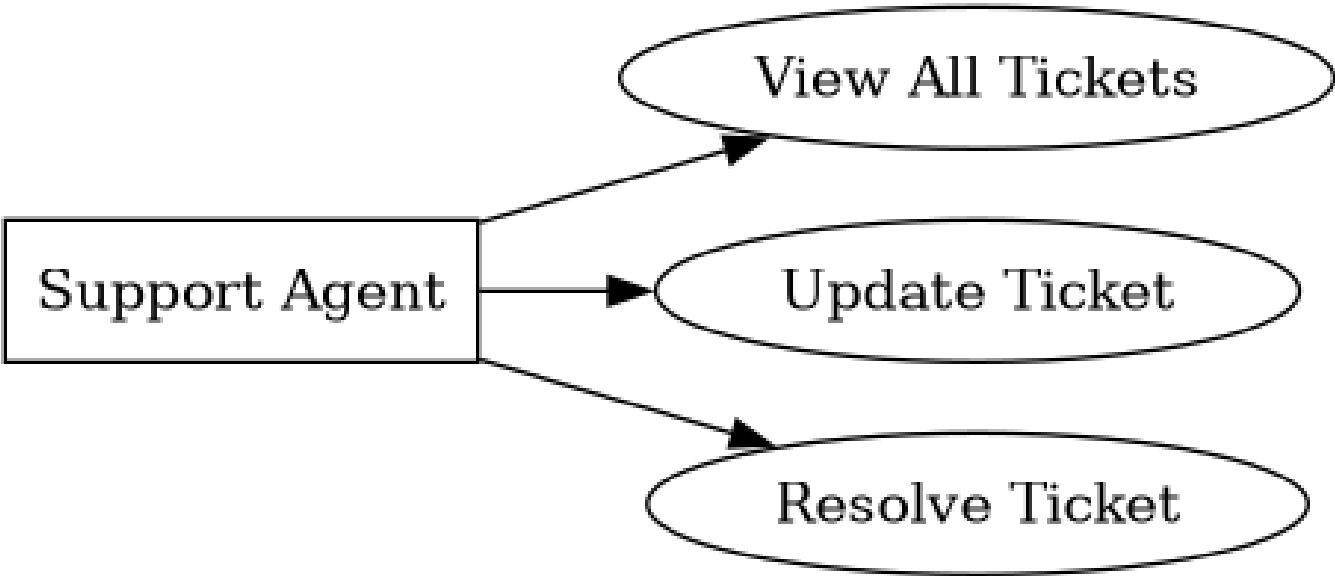


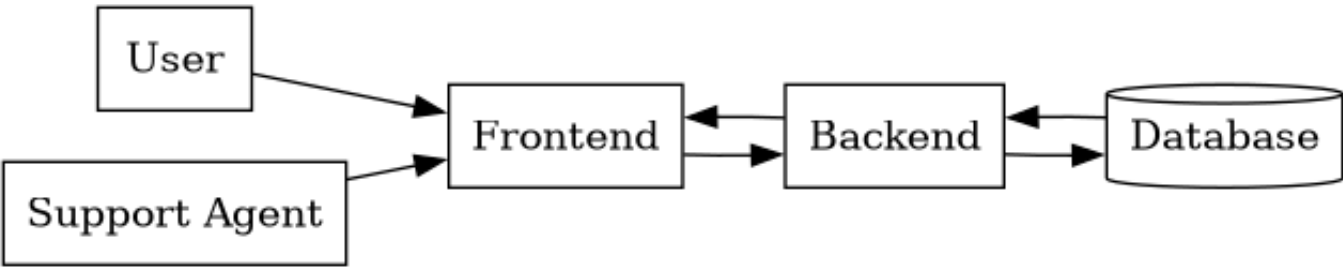
User Use Case Diagram



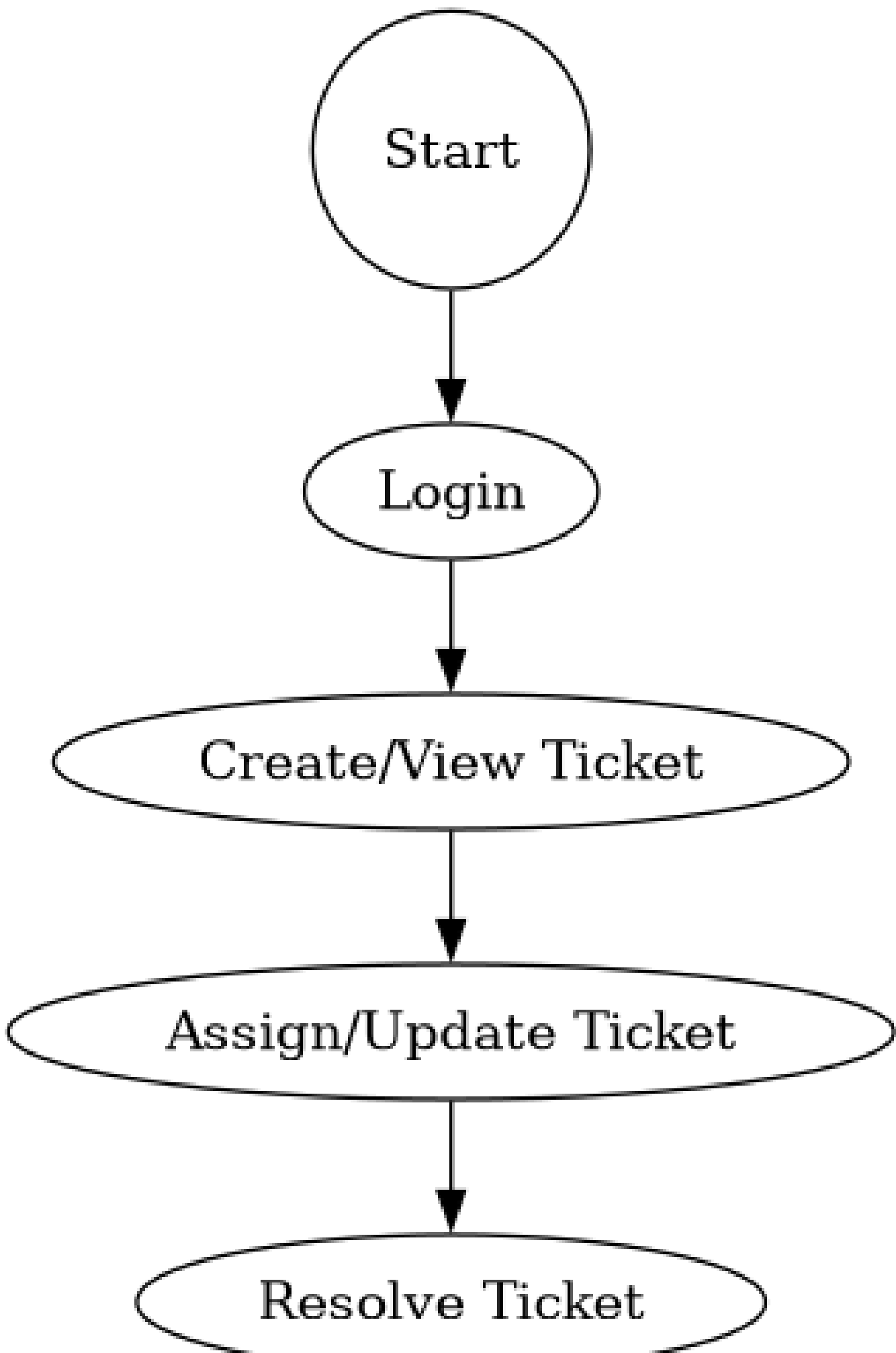
Support Agent Use Case Diagram



Data Flow Diagram



Business Process Diagram



ERD Diagram

