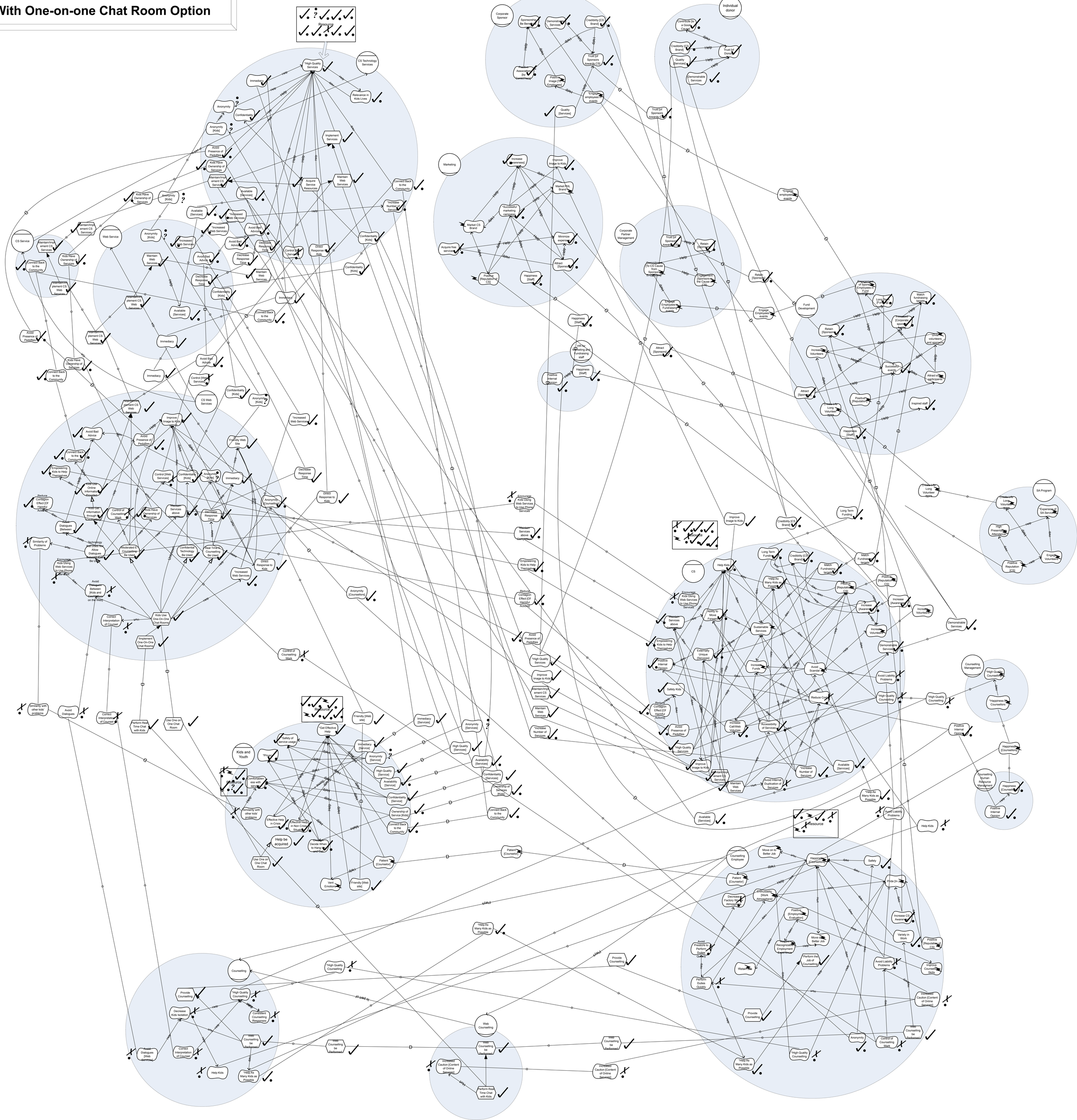20. CS Services SR Model
With One-on-one Chat Room Option