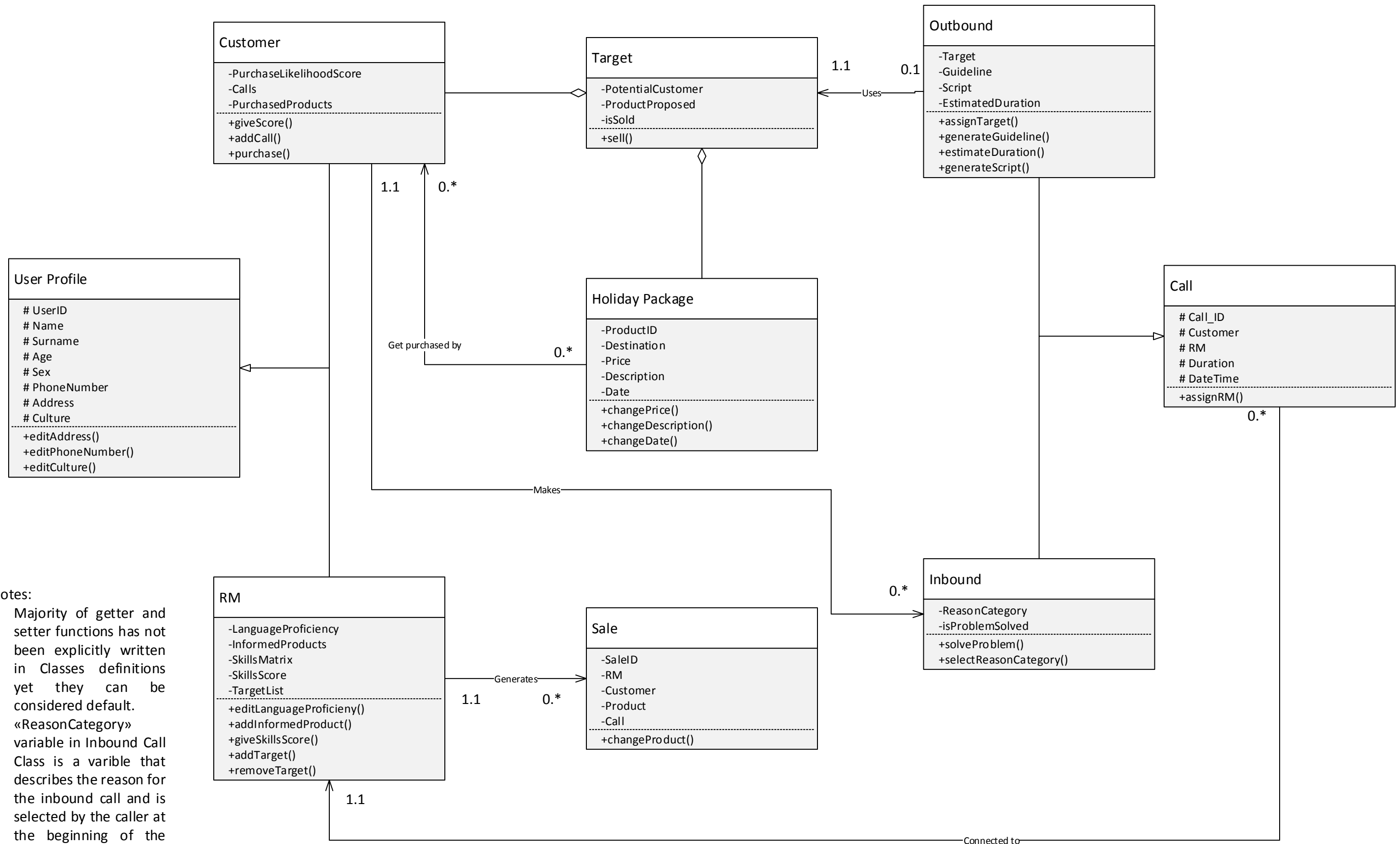


CMC System: Class Diagram



Notes:

- Majority of getter and setter functions has not been explicitly written in Classes definitions yet they can be considered default.
- «ReasonCategory» variable in Inbound Call Class is a variable that describes the reason for the inbound call and is selected by the caller at the beginning of the call.