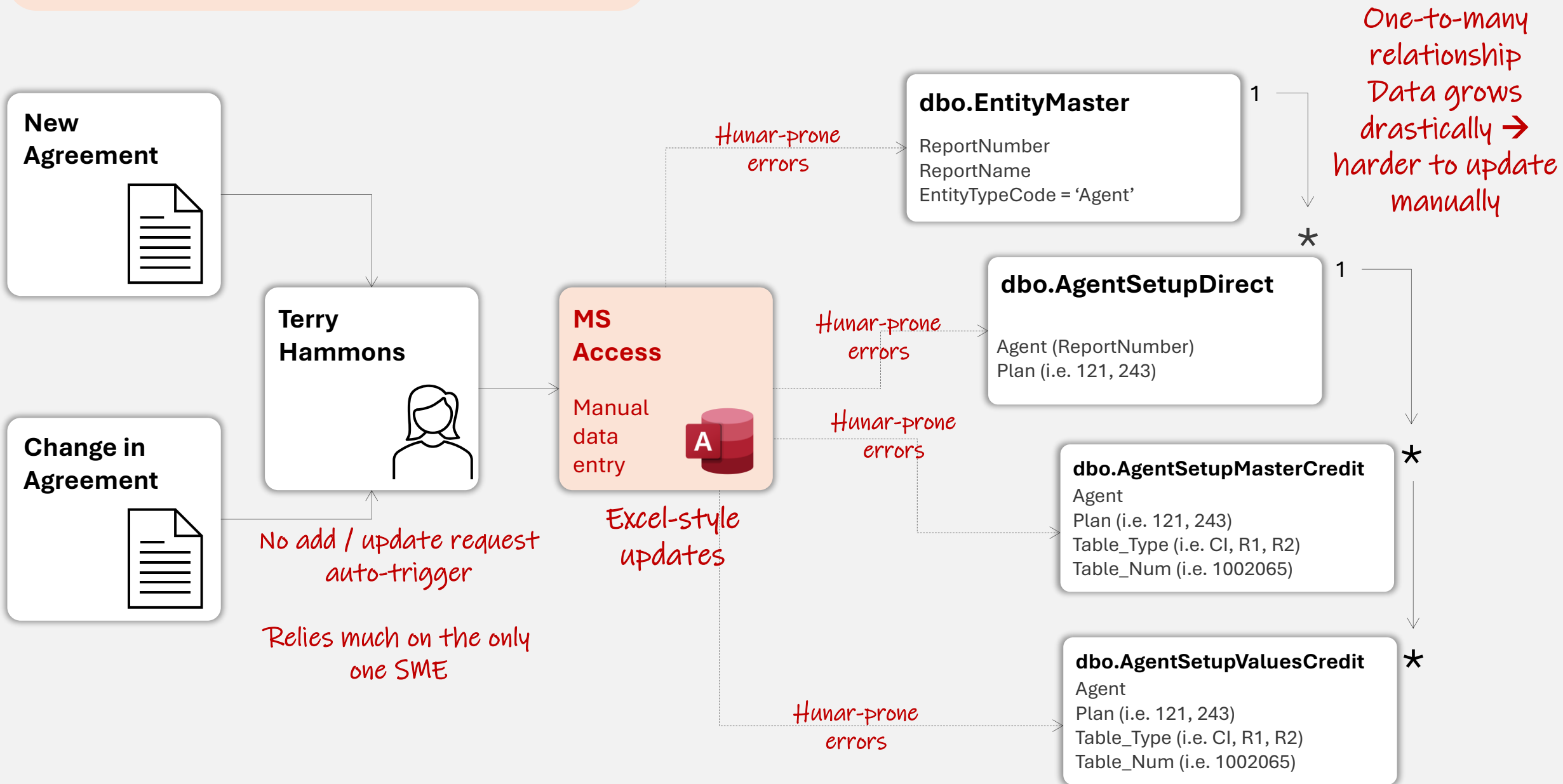


AGENT SERVICIES – as of now



AGENT SERVICIES – desired state

KPI: ErrRate + Volume

