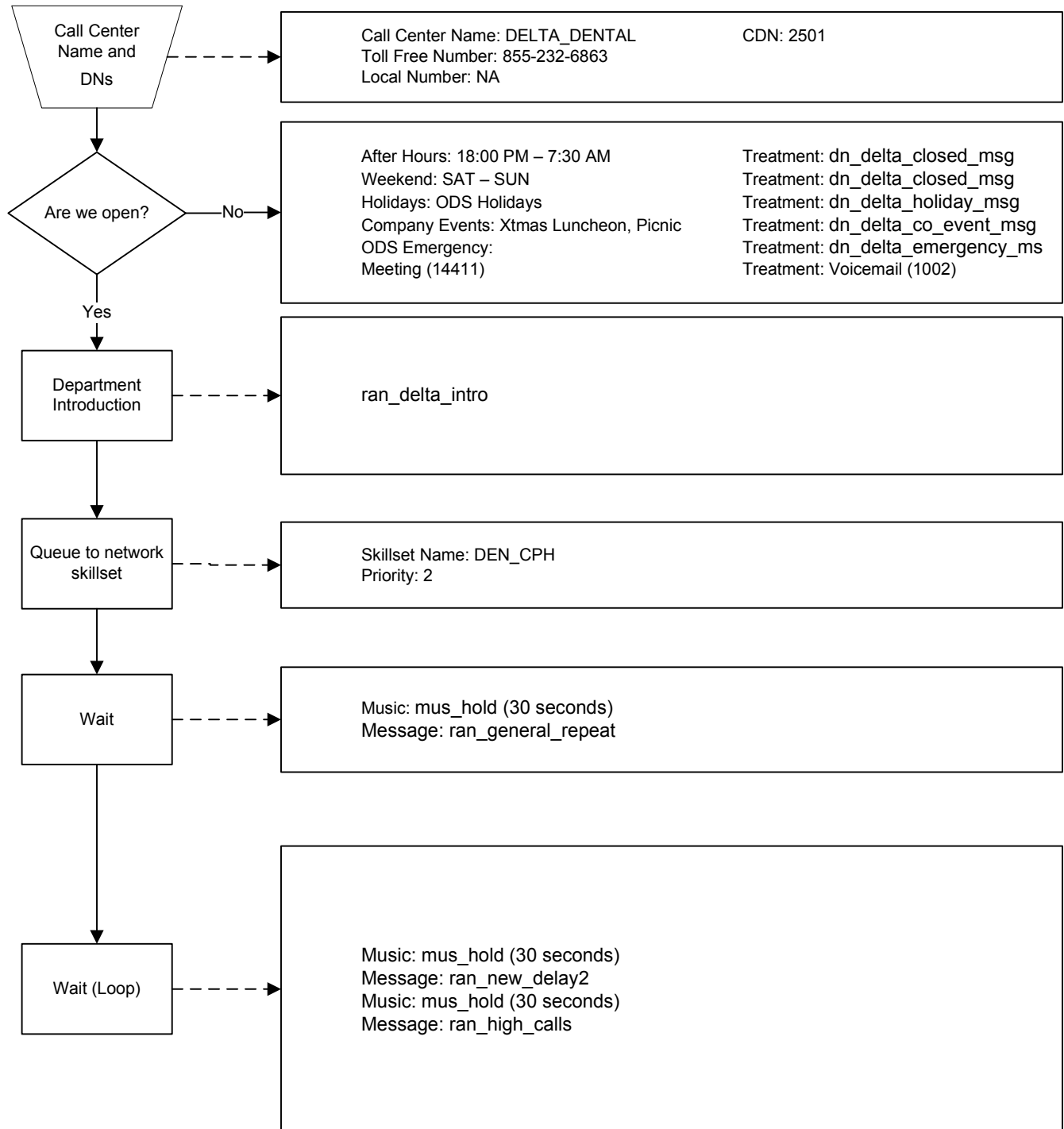


Call Center Elements and Flow

Wednesday, November 14, 2012



Supervisor Signature:
Date:

IS Manager Signature:
Date: