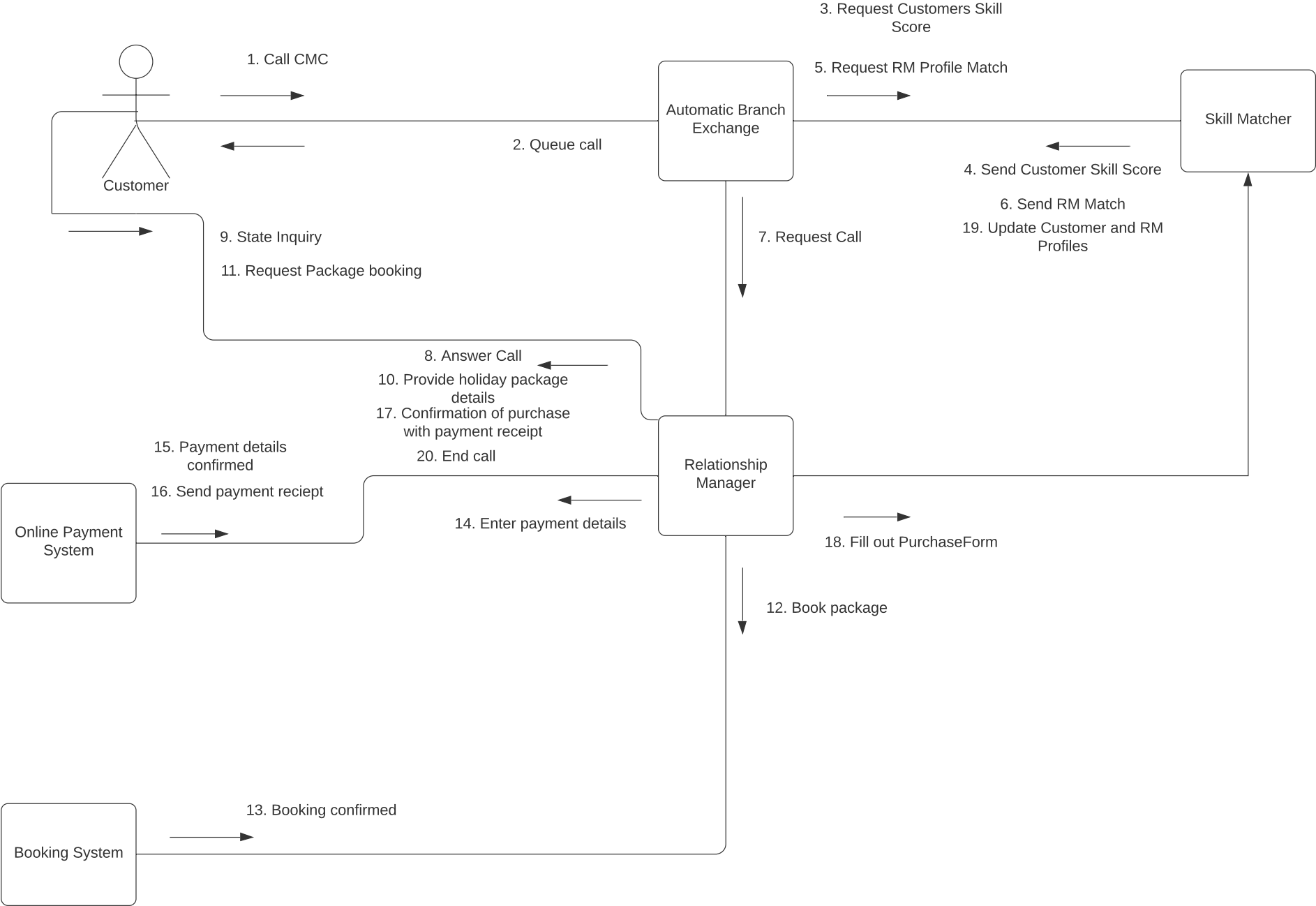


Collaborative Diagram for  
Travel Company's CMC

INBOUND CALLS



Assumptions:  
- RM fills out an online form at the end of each call to update customer profile and RM performance information in the Skill Matcher