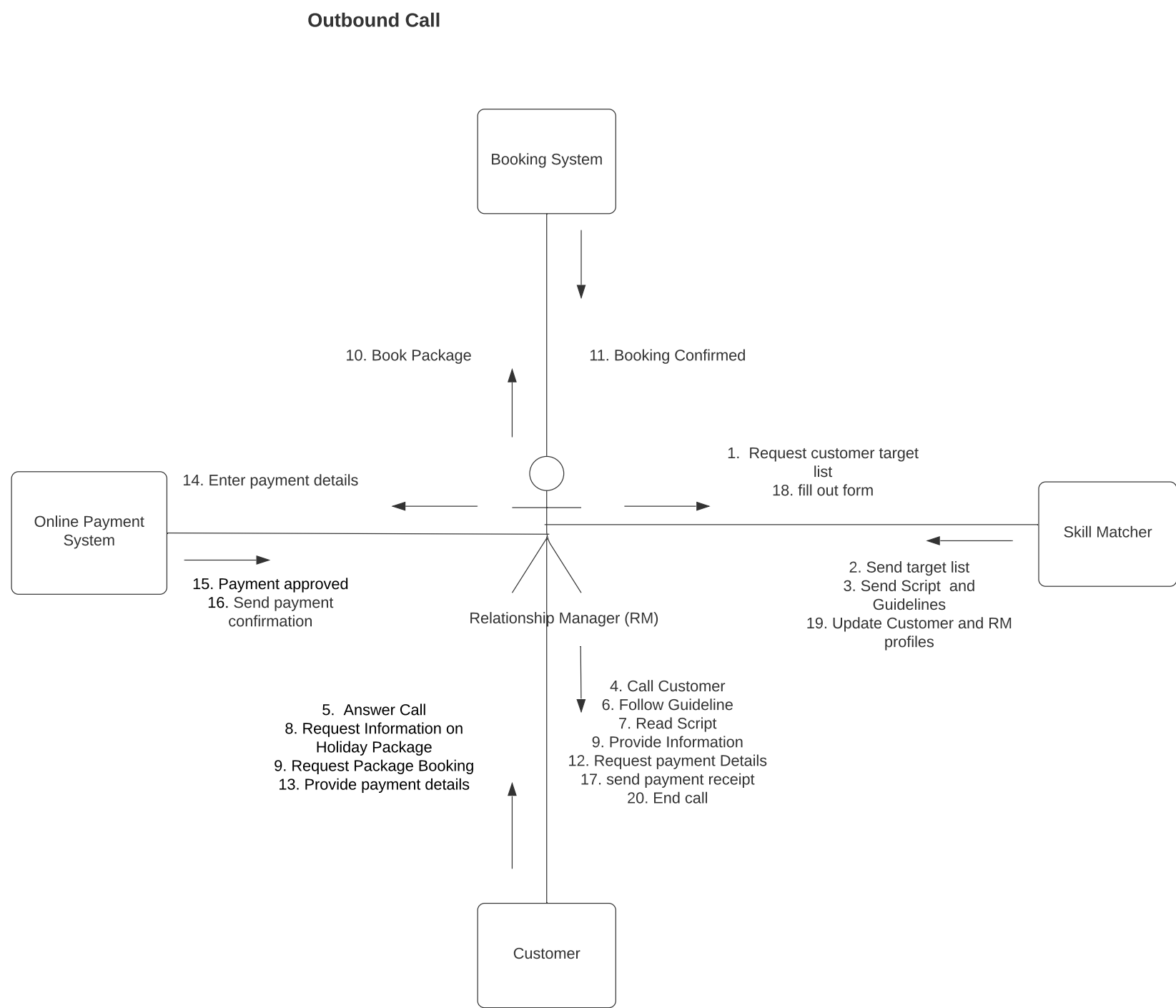


Collaborative Diagram for Travel
Company's CMC



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