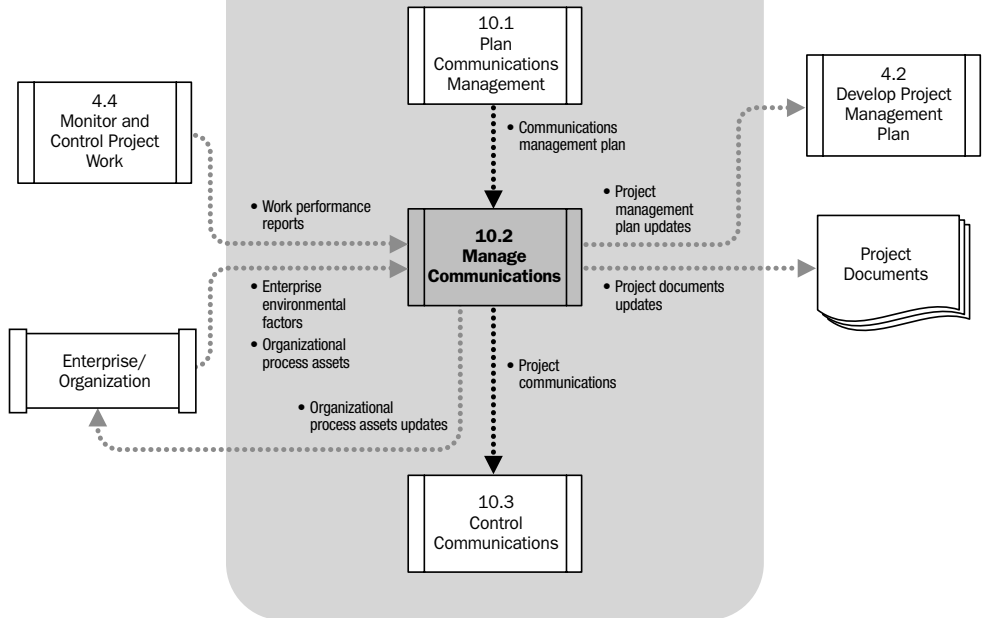**Figure 10-6. Manage Communications Data Flow Diagram**