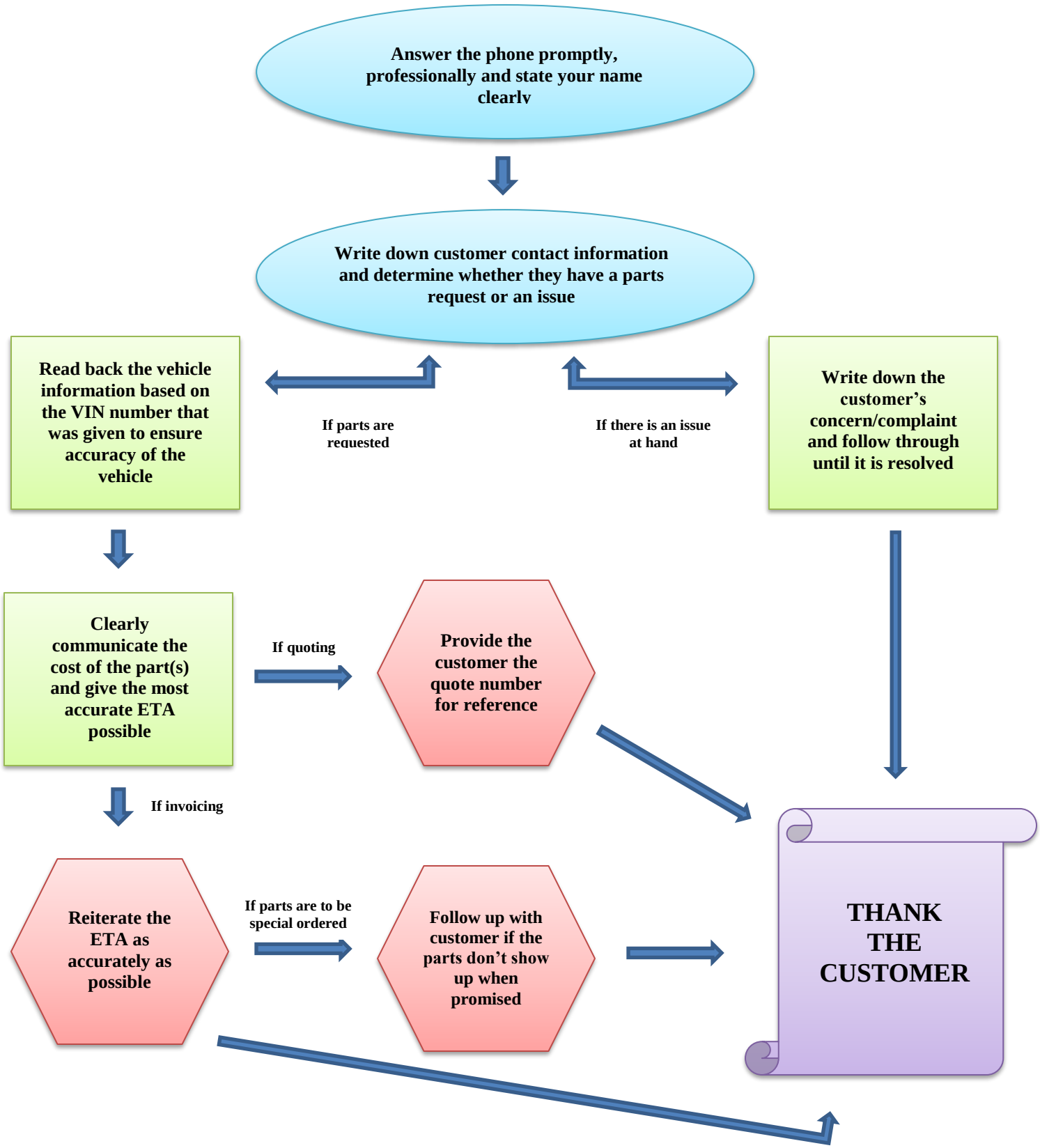CALL CENTER CUSTOMER RETENTION FLOW CHART