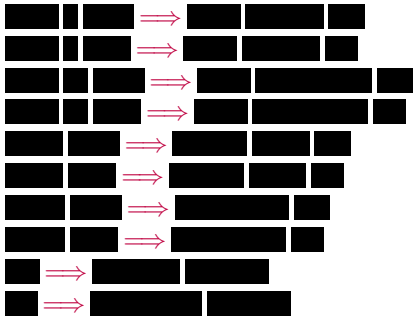

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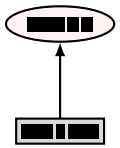

Figure 1

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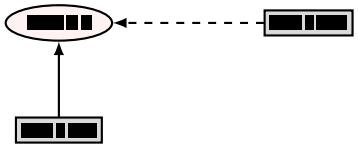

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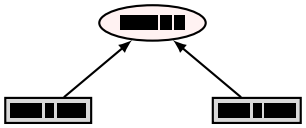

Figure 3

Figure 4

All call types are assigned except CT_Escalations

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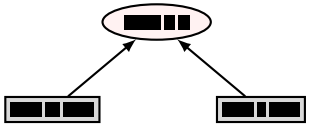

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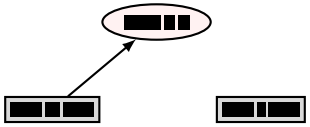

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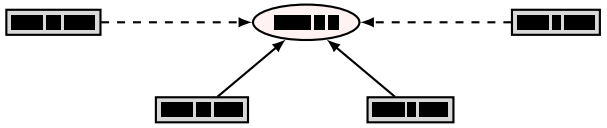

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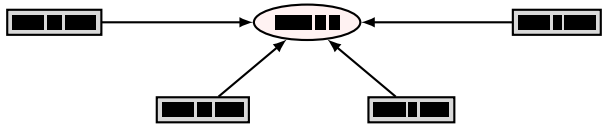

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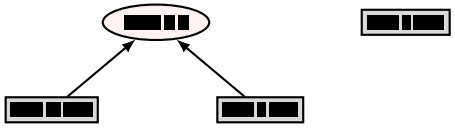

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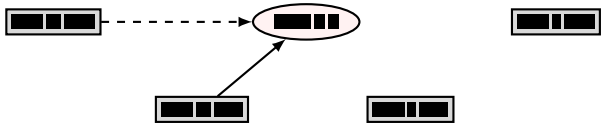

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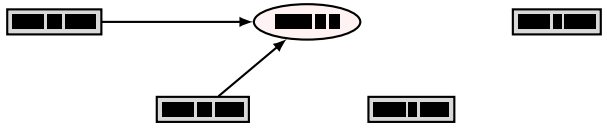

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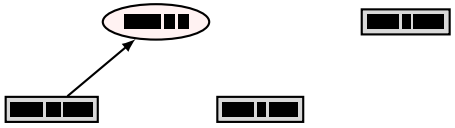

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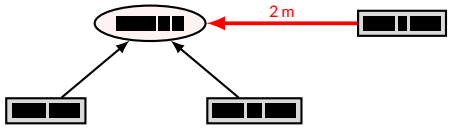


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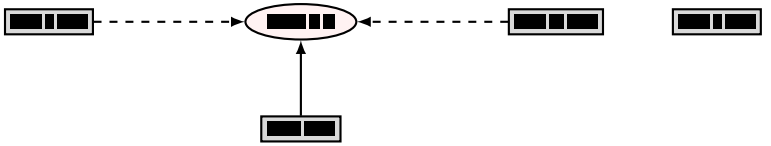

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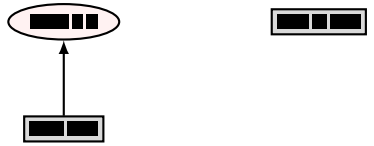

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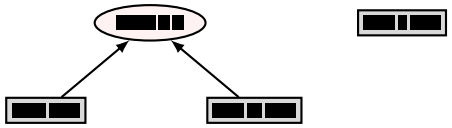

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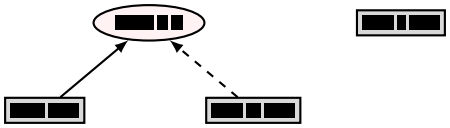

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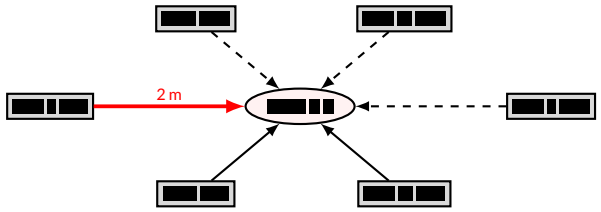


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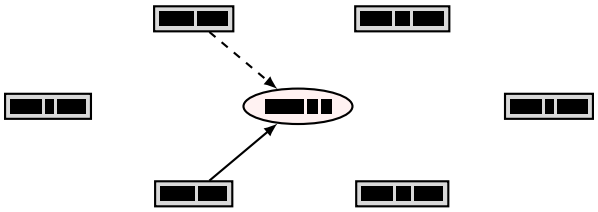

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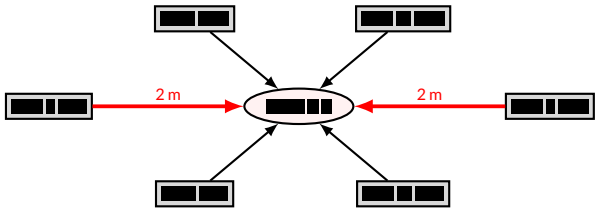


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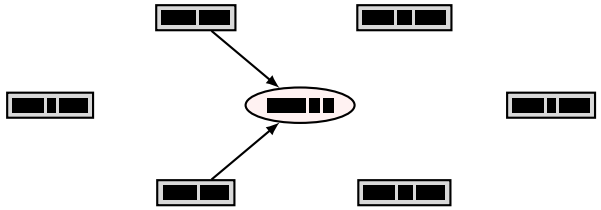

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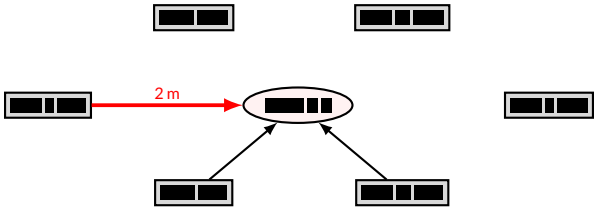


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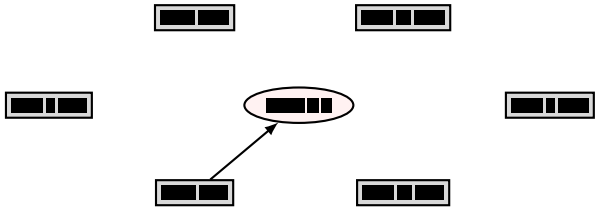

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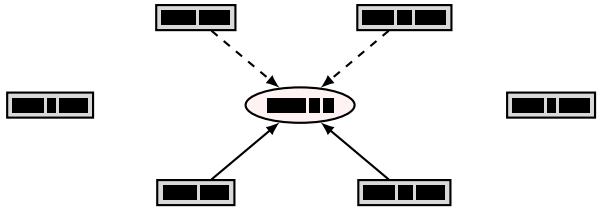

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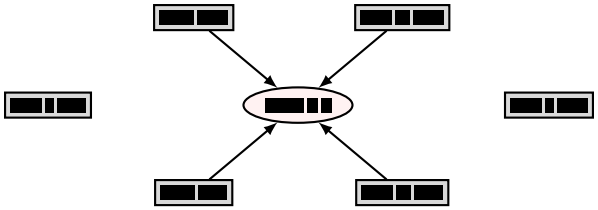

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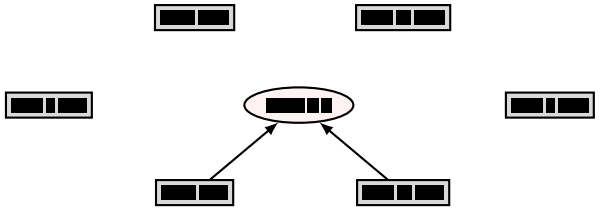

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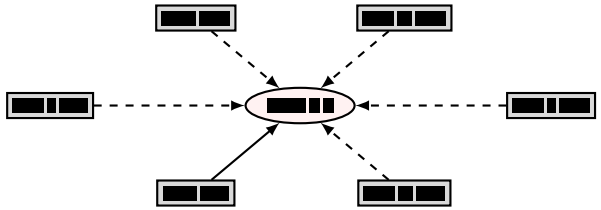

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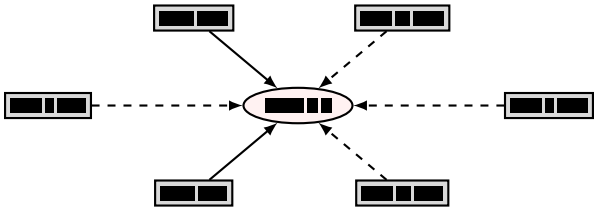

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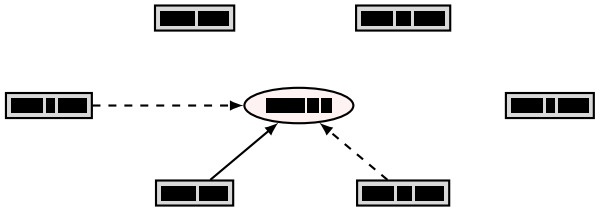

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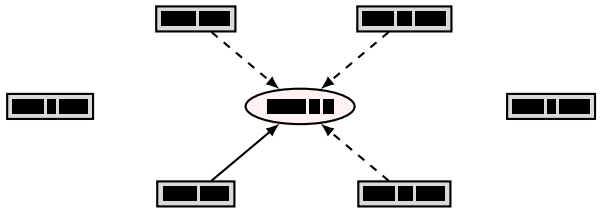

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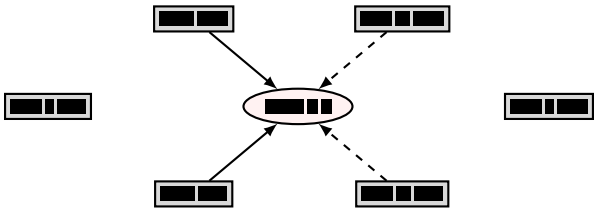

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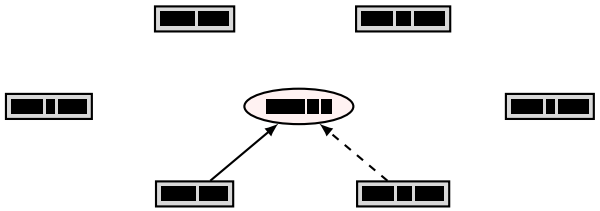

Figure 32

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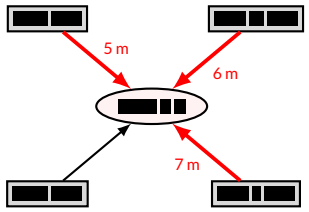


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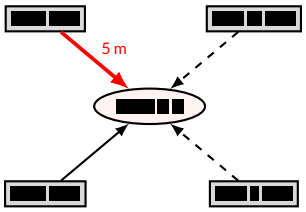


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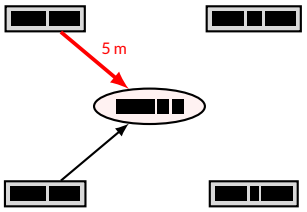


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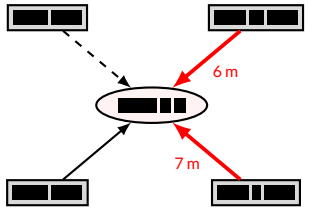


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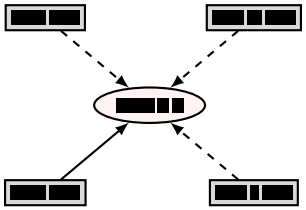

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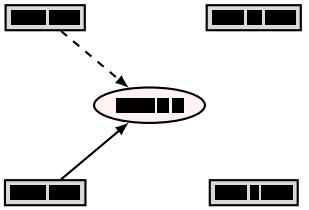

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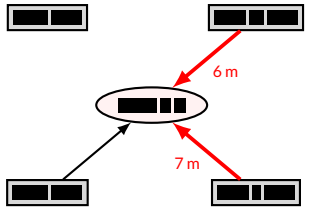


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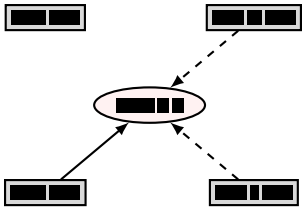

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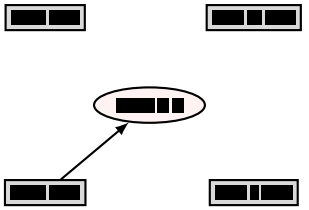

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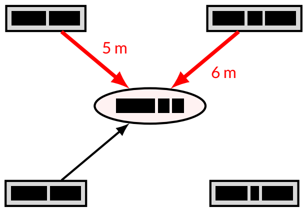


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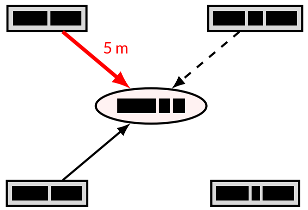


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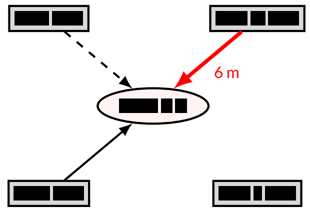


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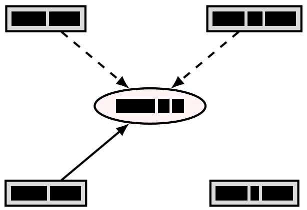

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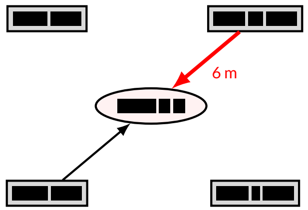


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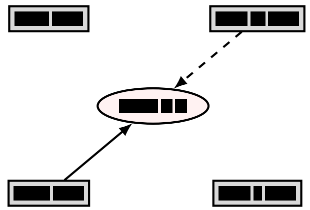

Figure 47

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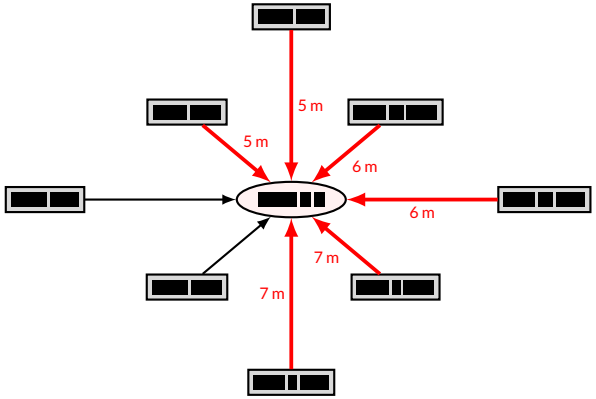


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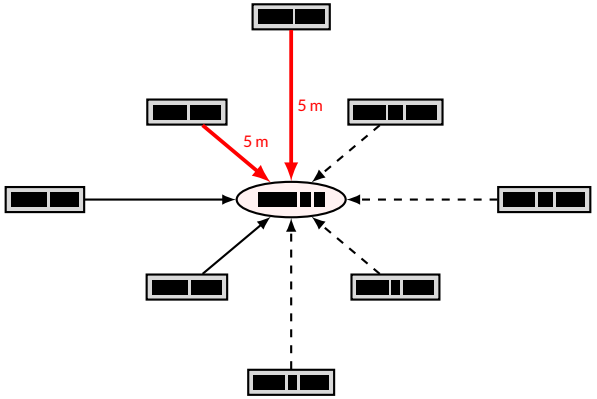


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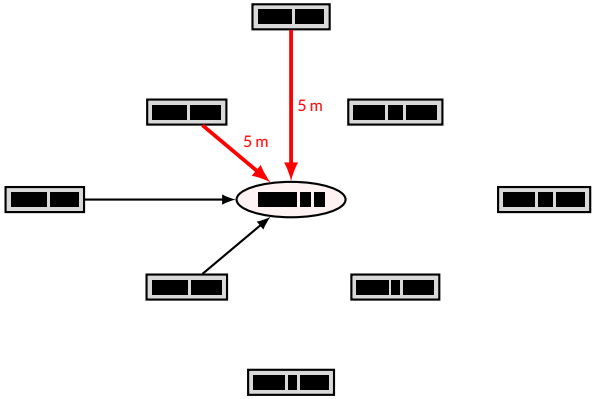


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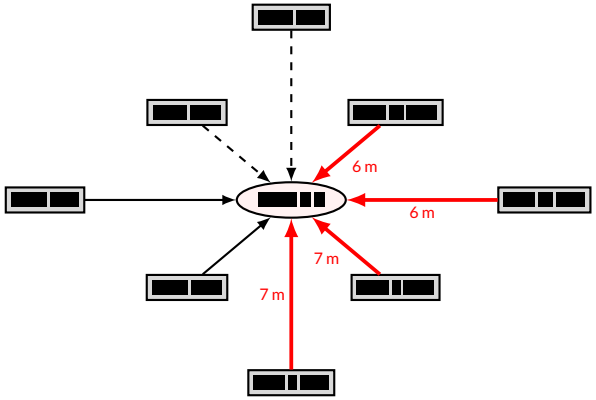
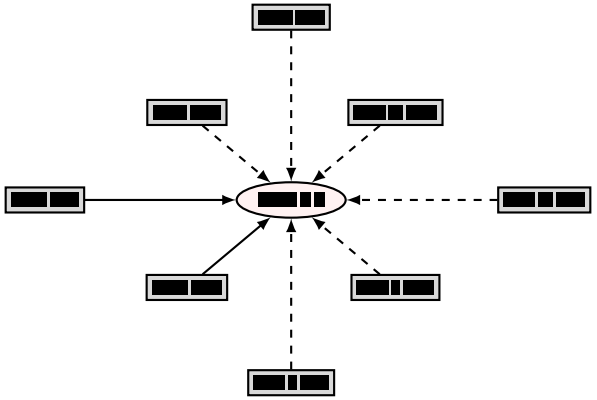



Figure 51



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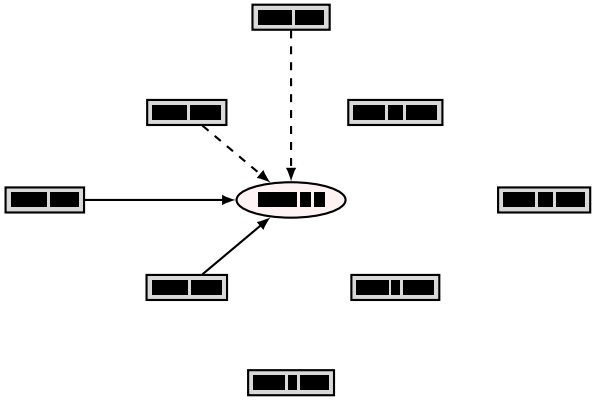

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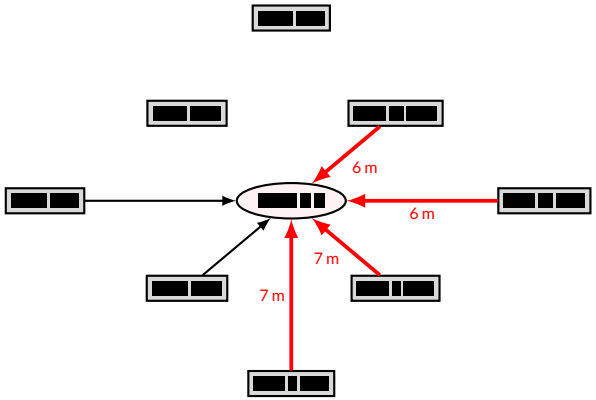


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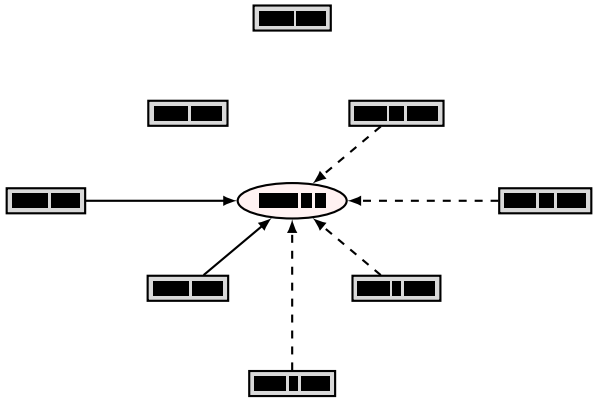

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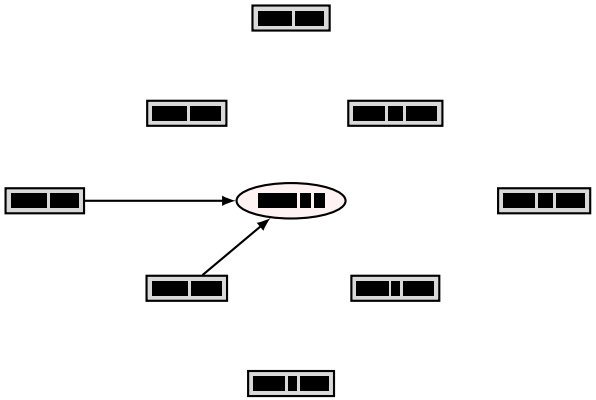

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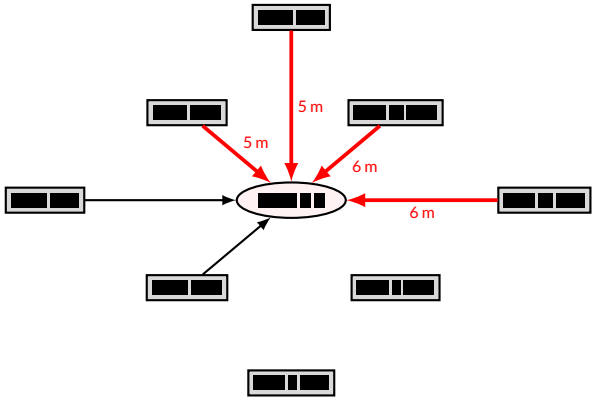


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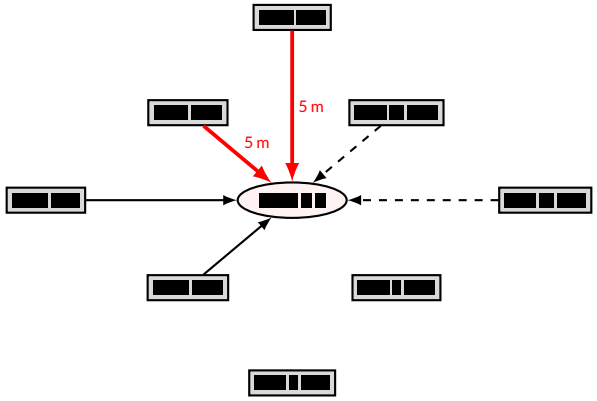


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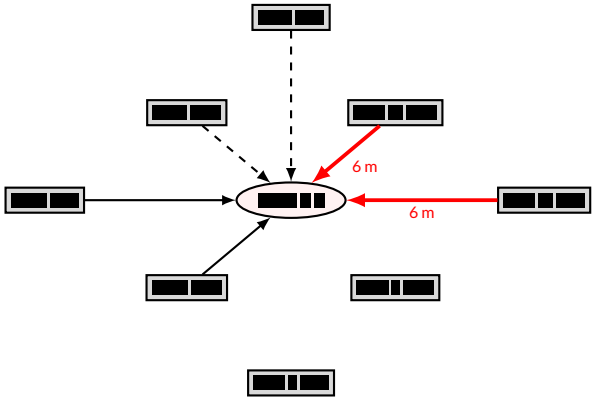


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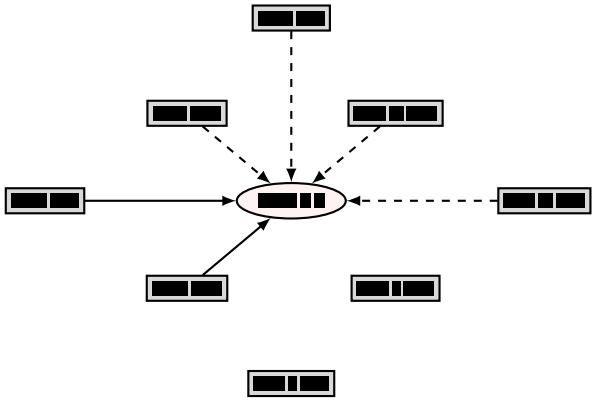

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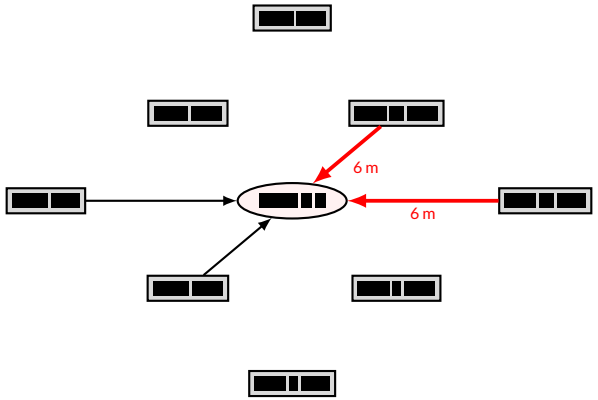


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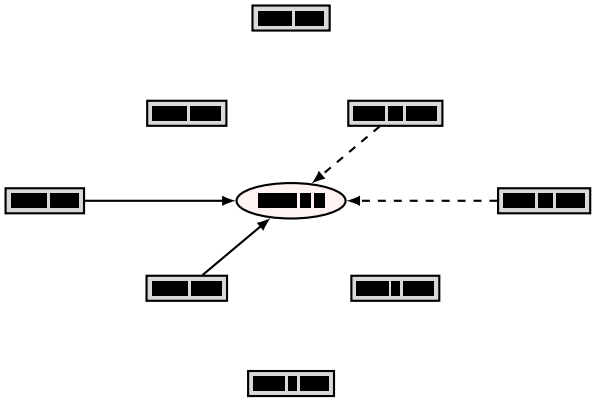

Figure 62

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| Activity Mapping Figure Reference | | | | | | | | | | | | | | | | | | | | | | | |
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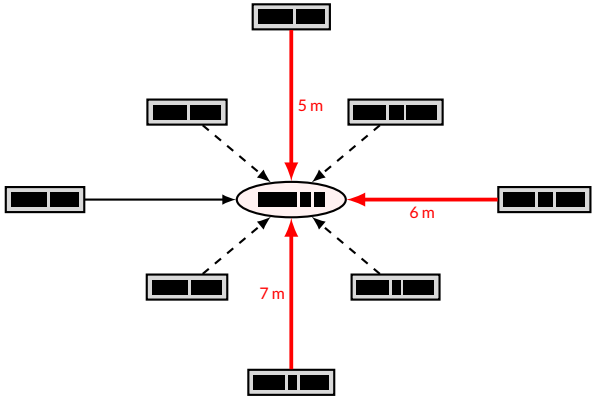


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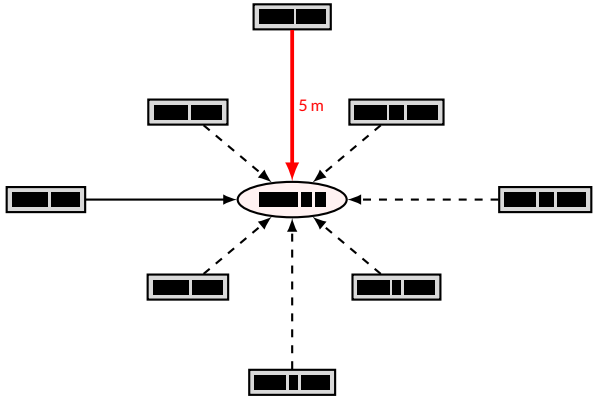


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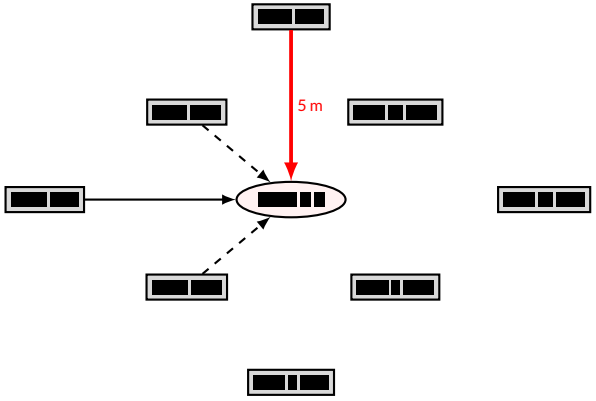


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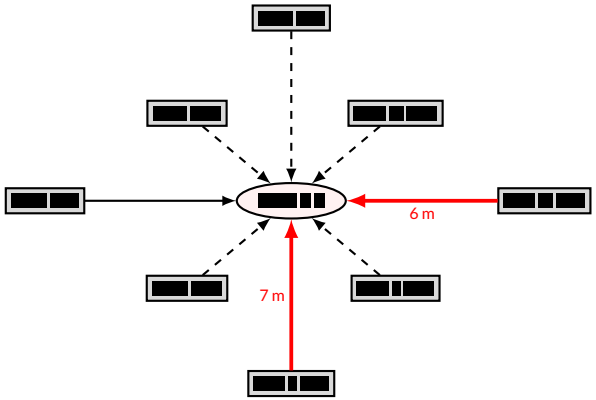


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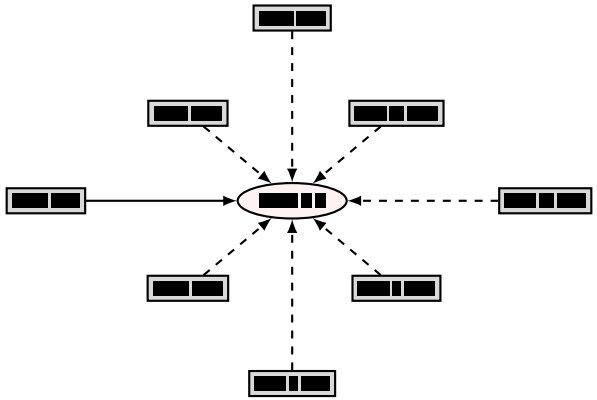

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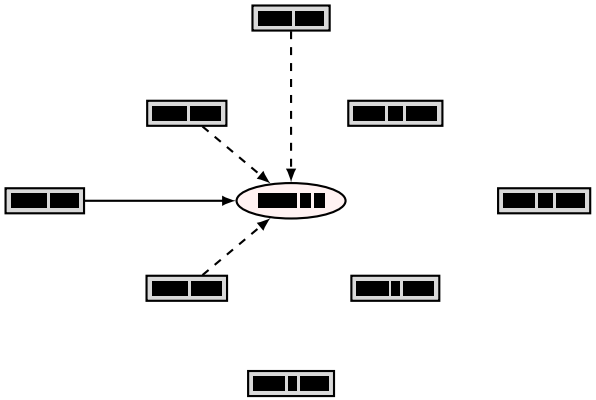

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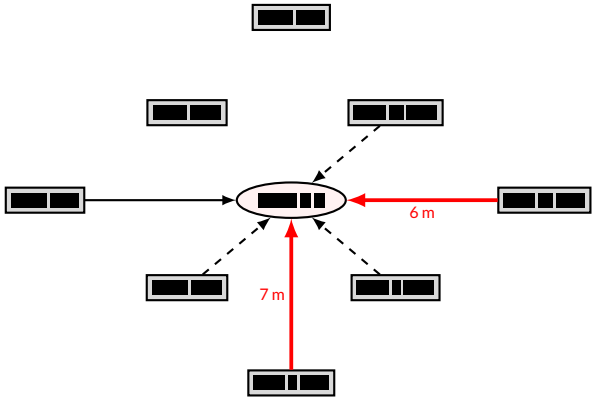


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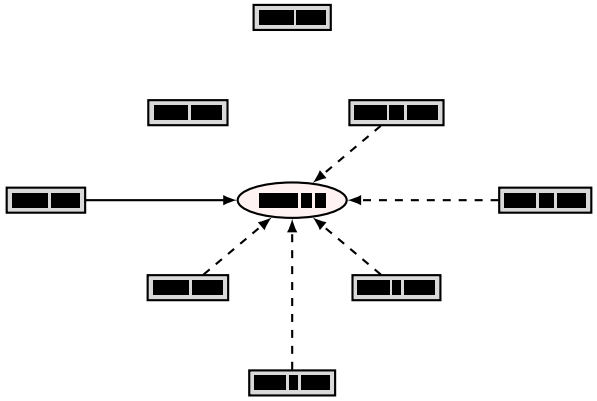

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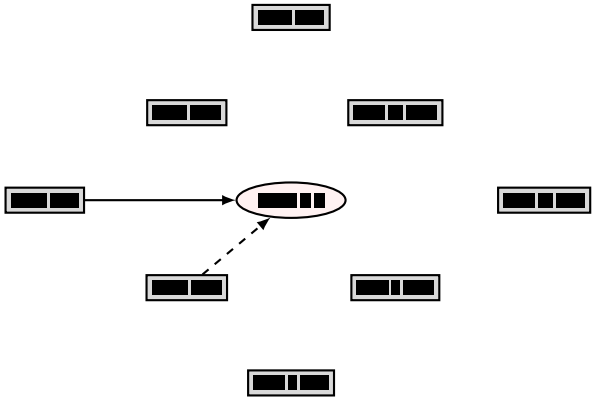

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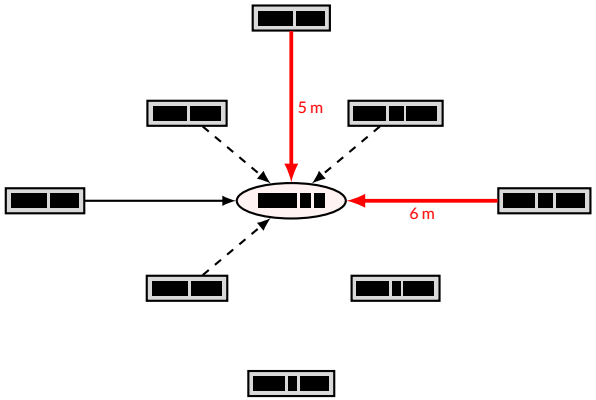


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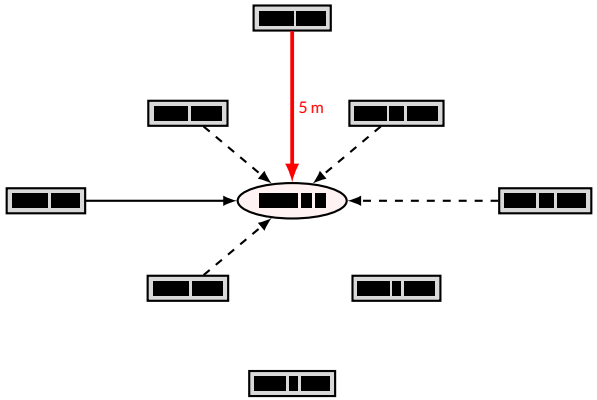


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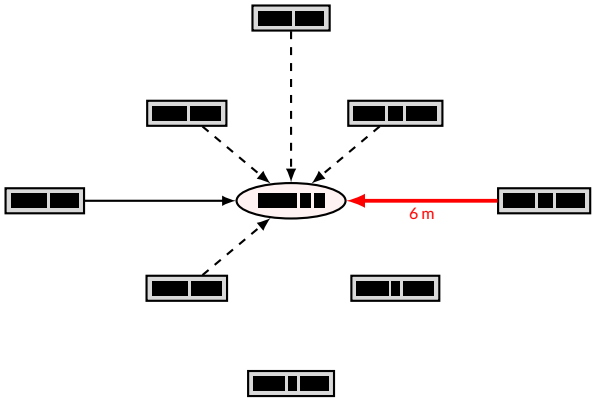


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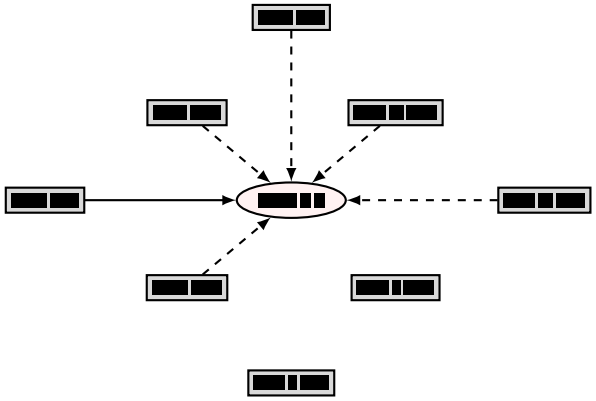

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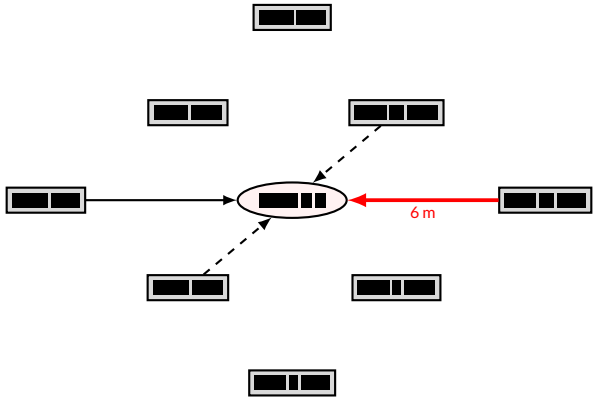


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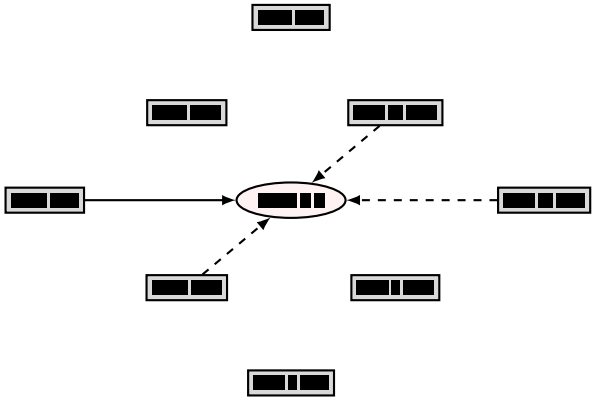

Figure 77

| Activity Mapping Figure Reference | | | | | | |
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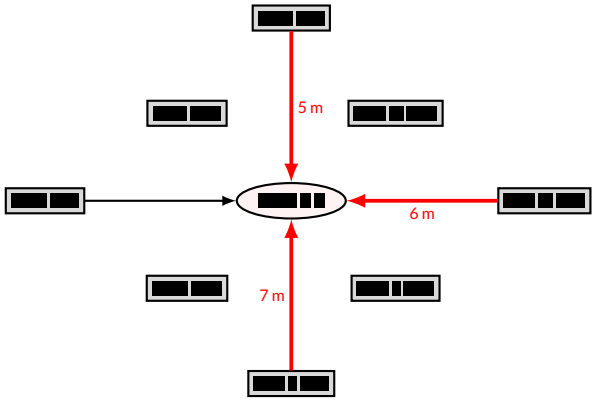
Table 9

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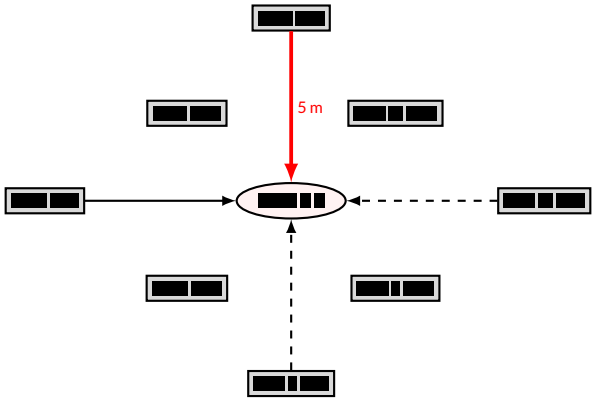


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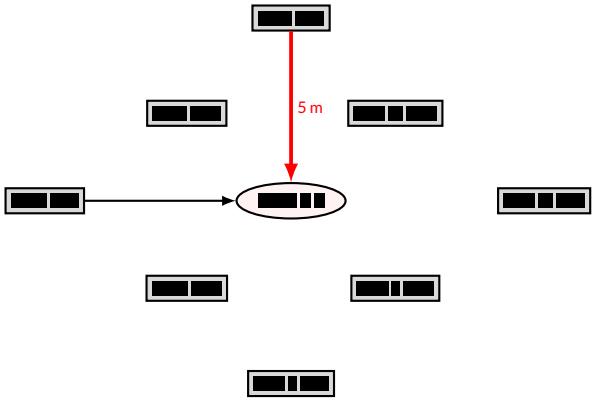


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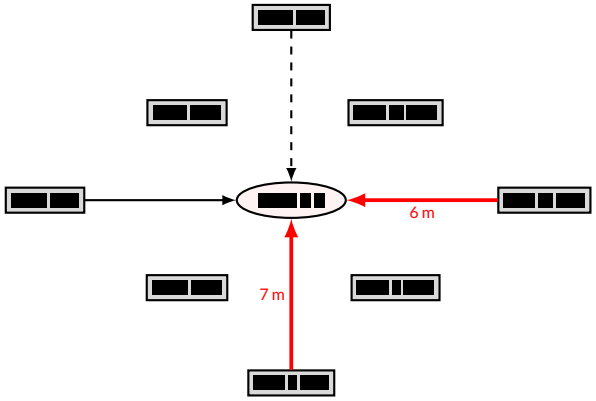


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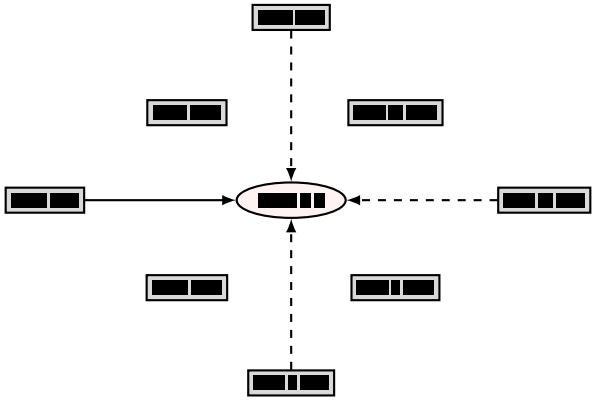

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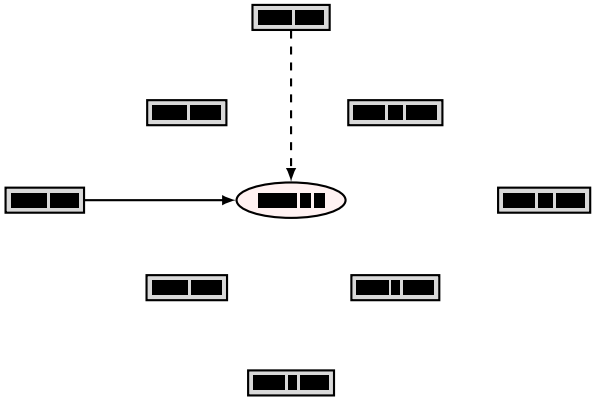

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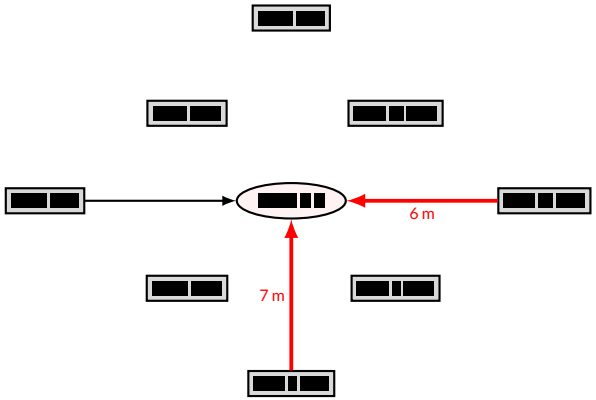


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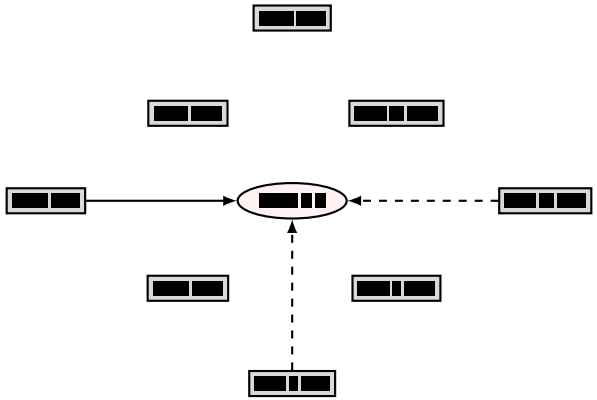

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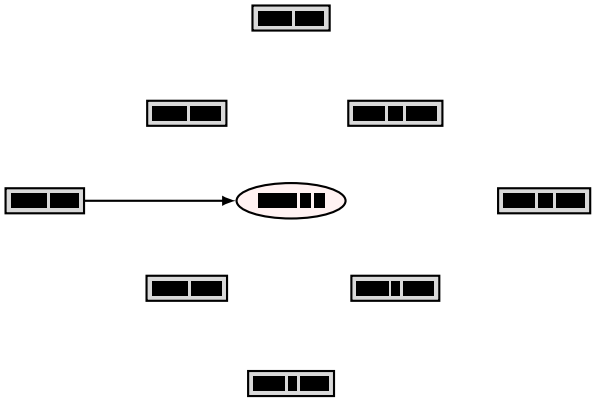

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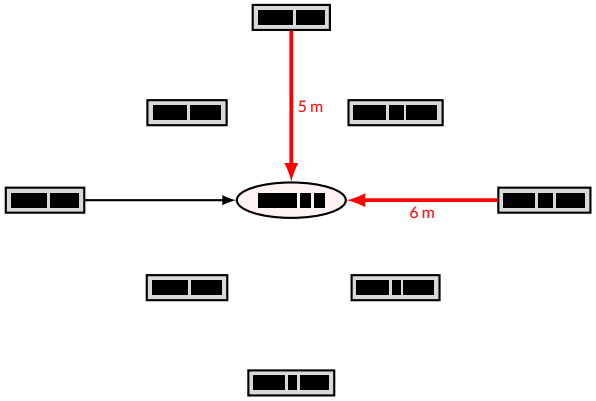


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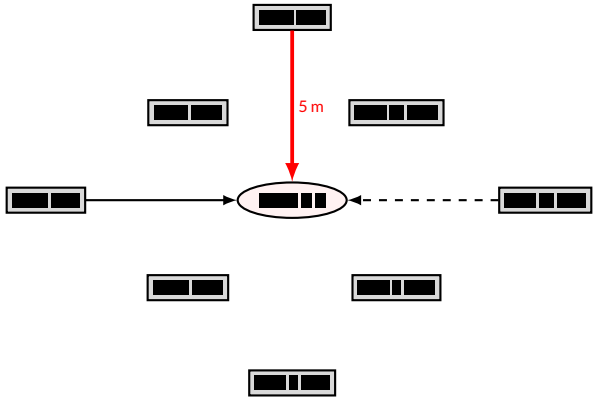


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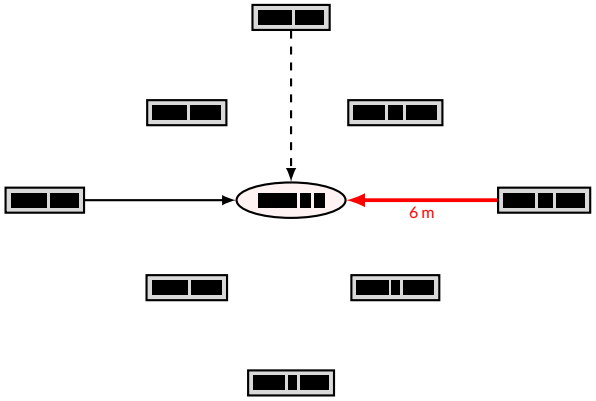


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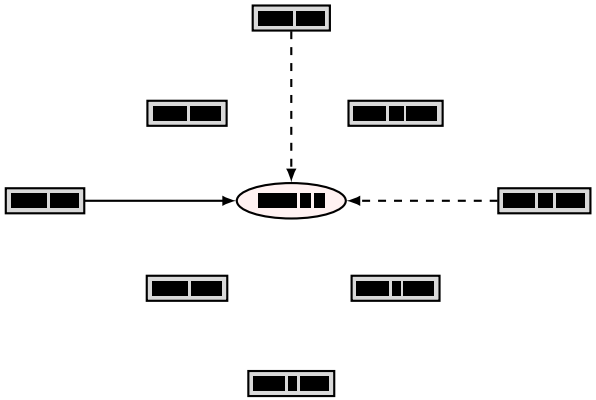

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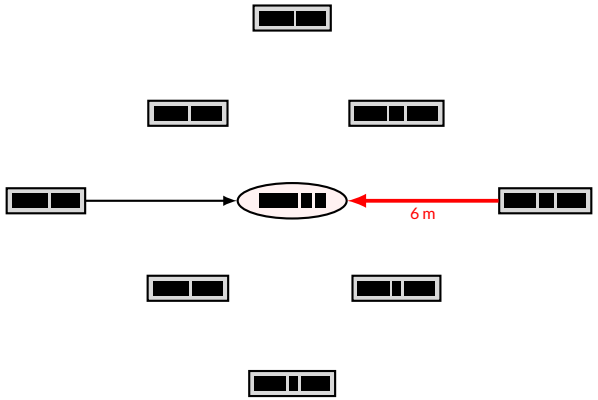


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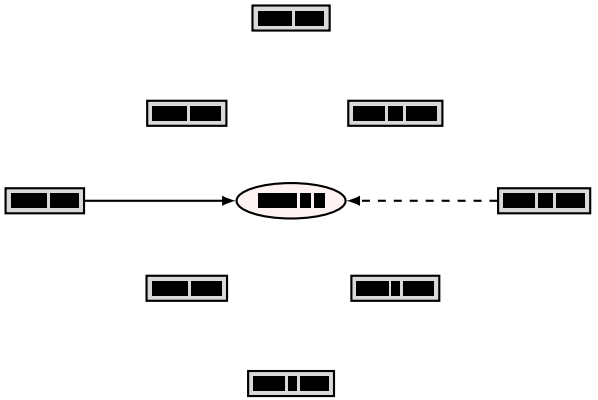

Figure 92

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| Activity Mapping Figure Reference | [redacted] | | | | | |
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Table 10