

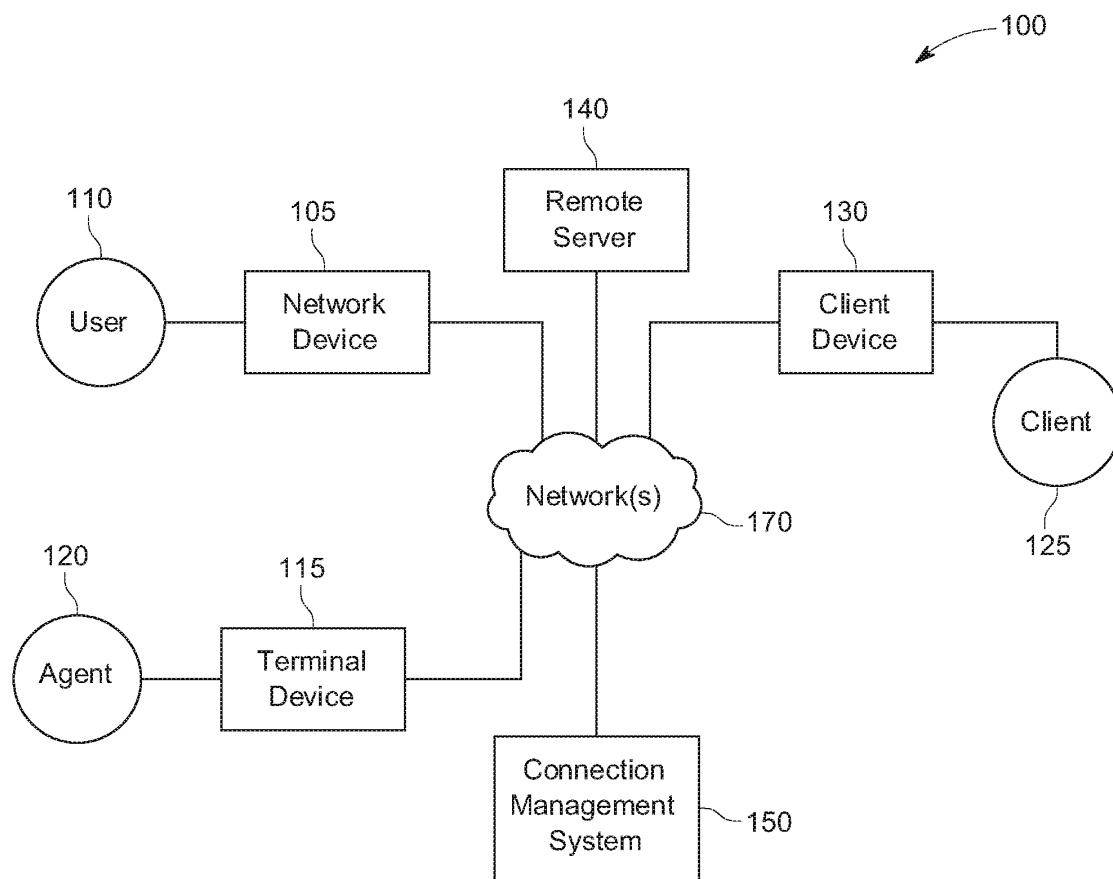


FIG. 1

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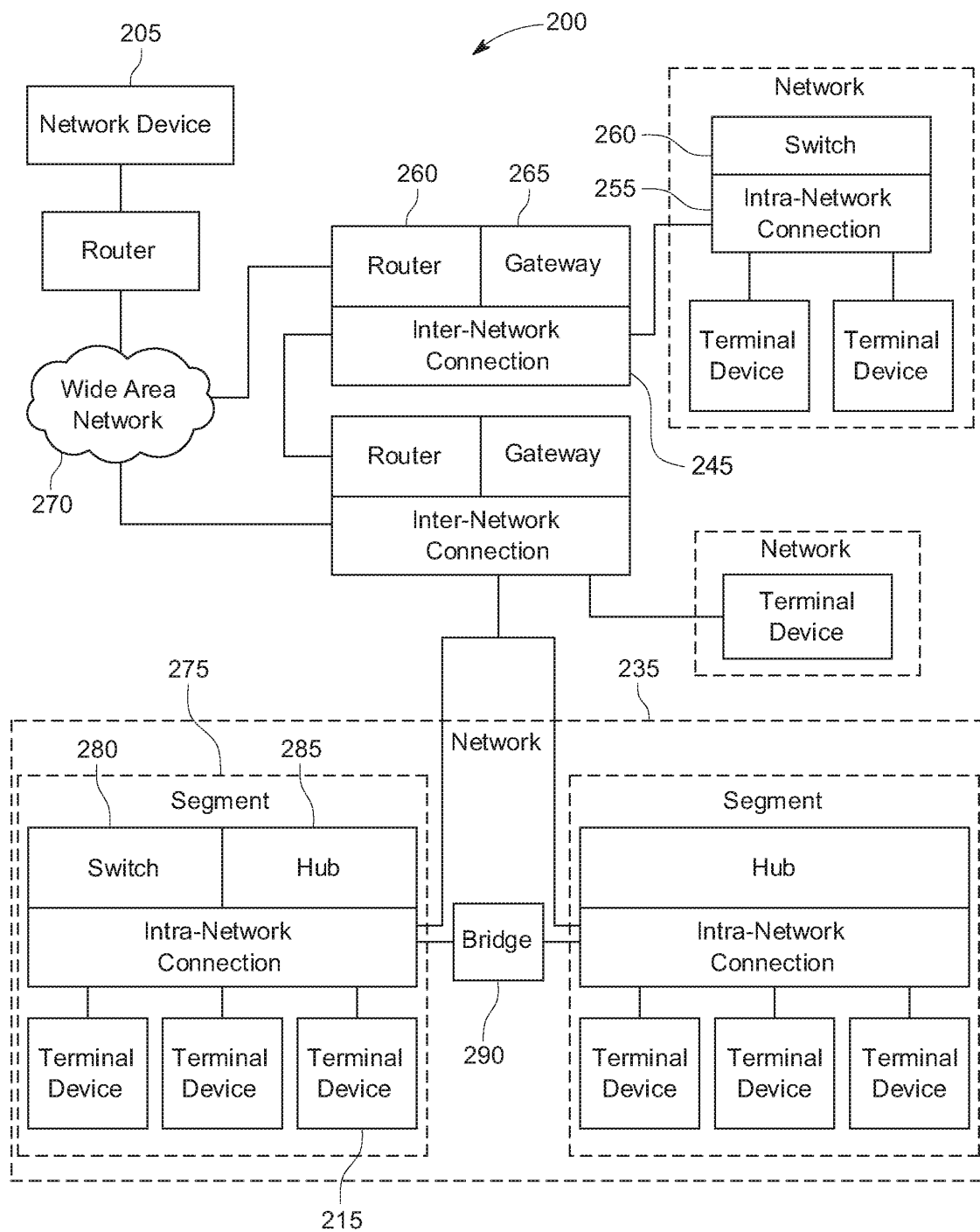


FIG. 2

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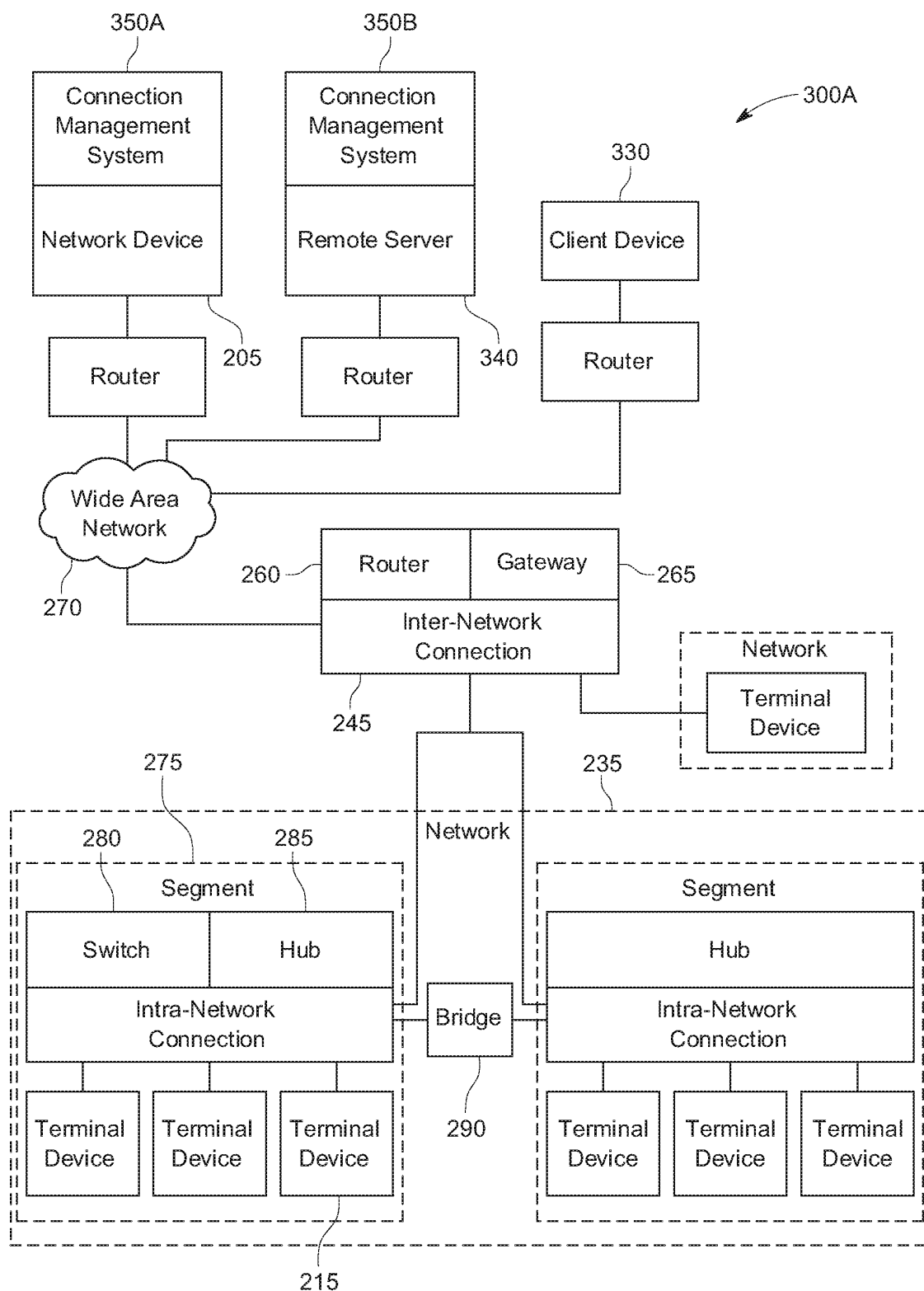


FIG. 3A

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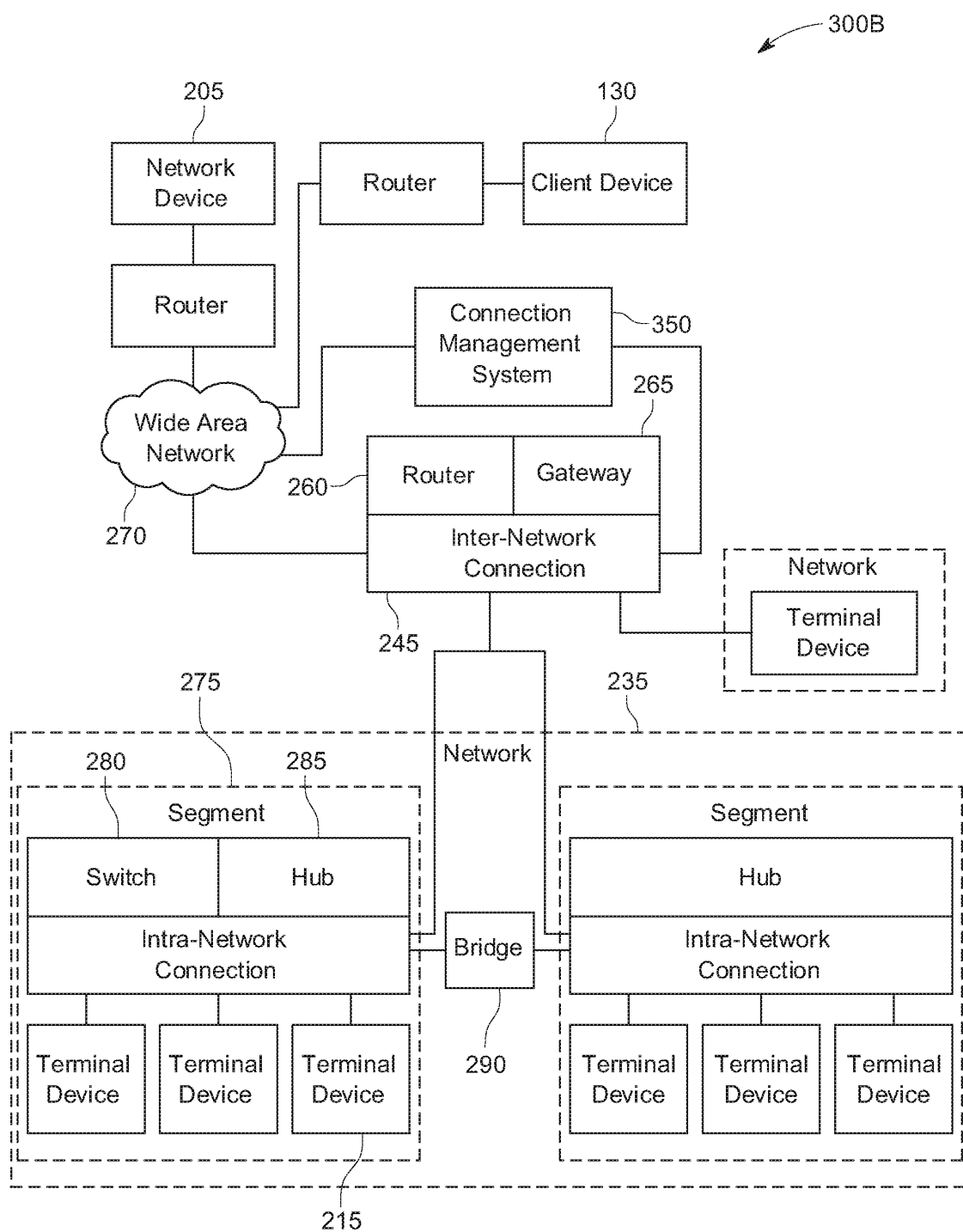


FIG. 3B

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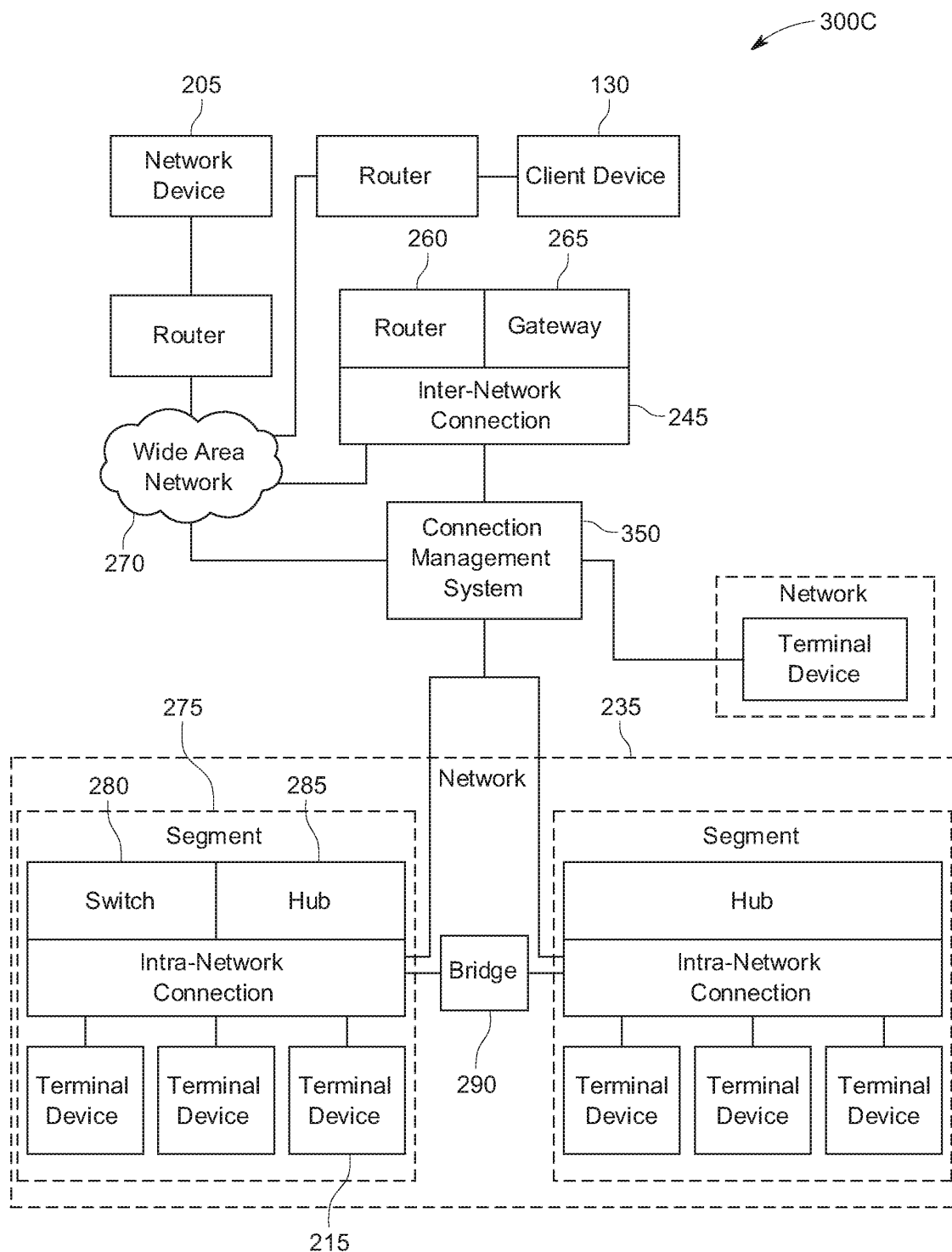


FIG. 3C

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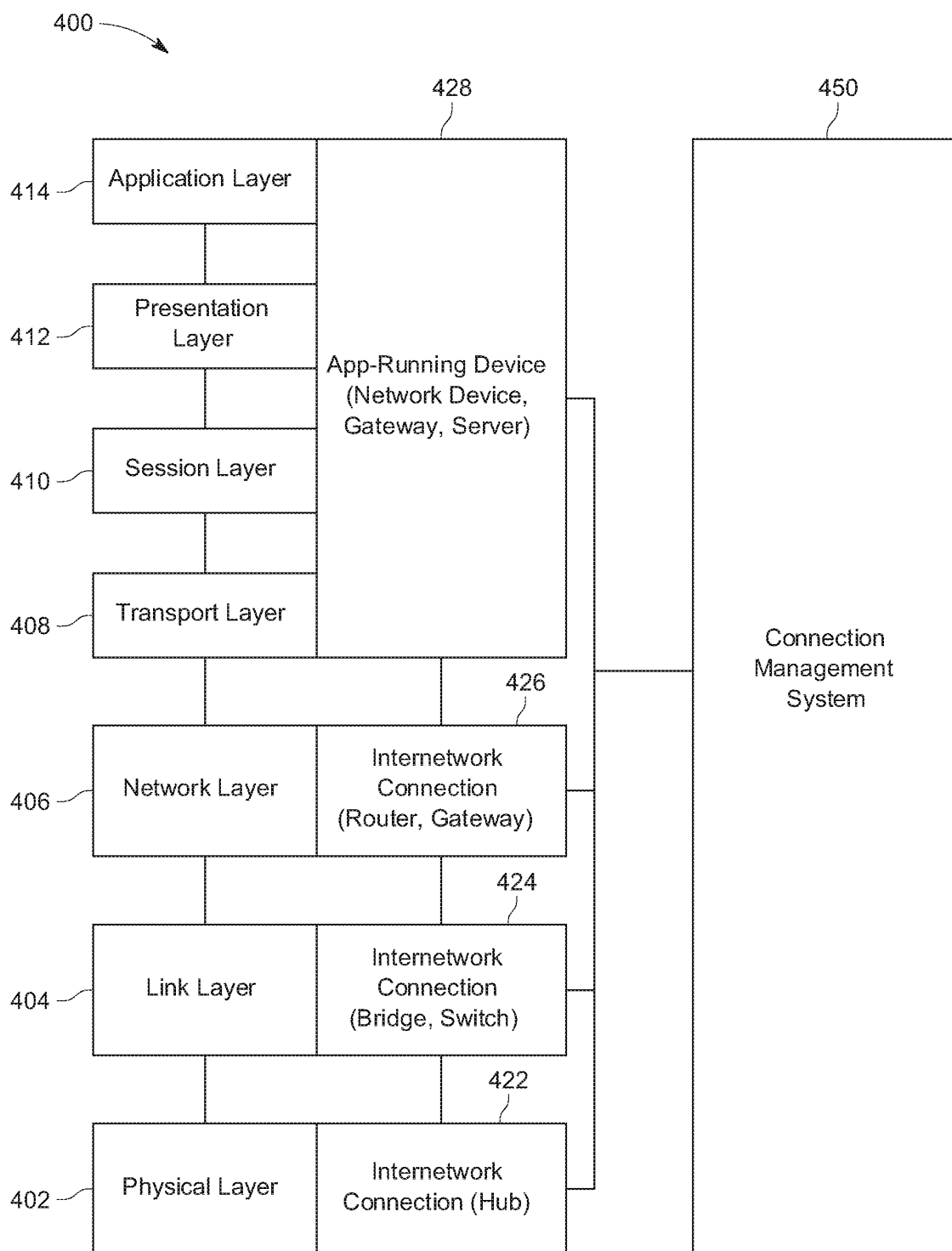


FIG. 4

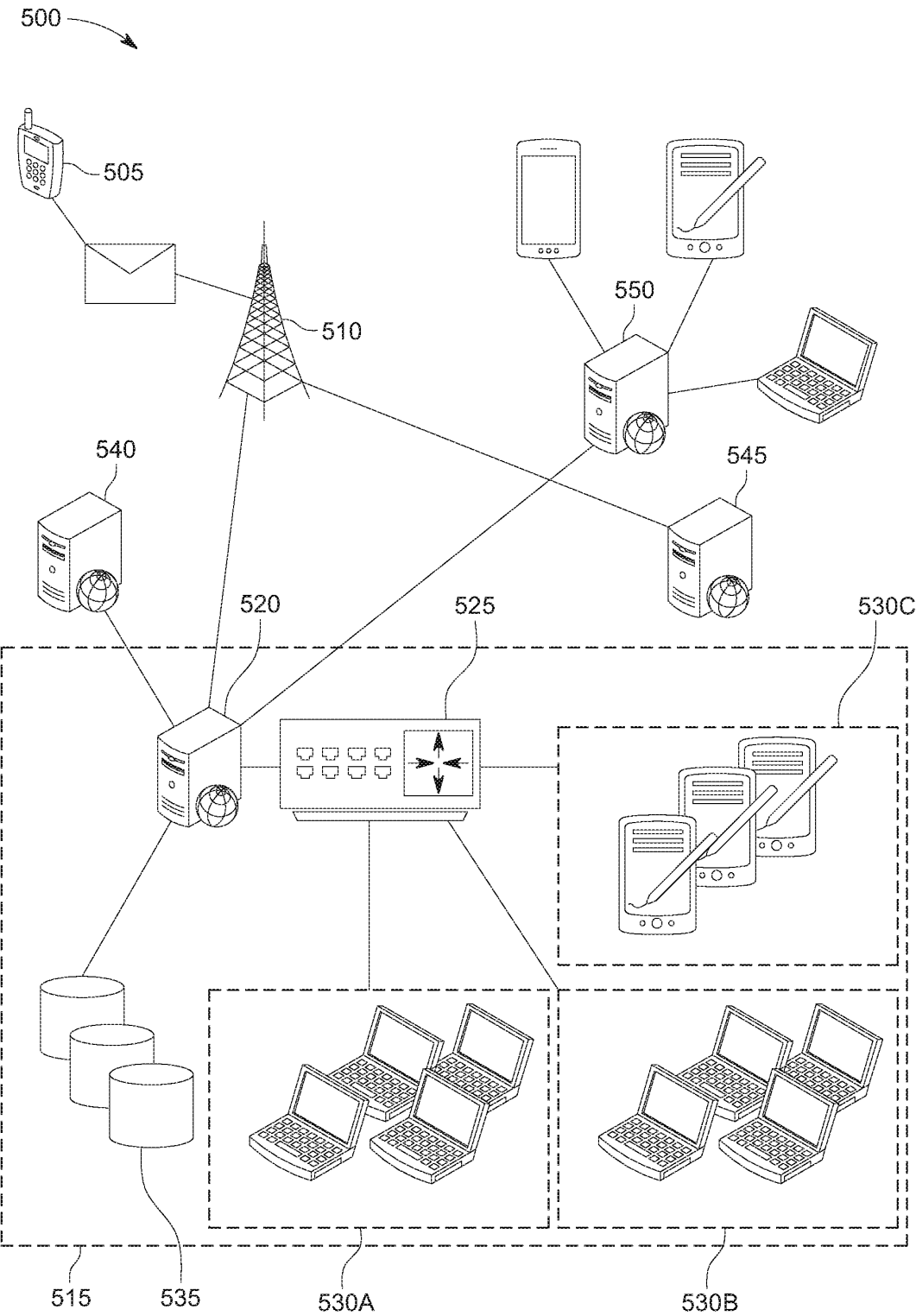


FIG. 5

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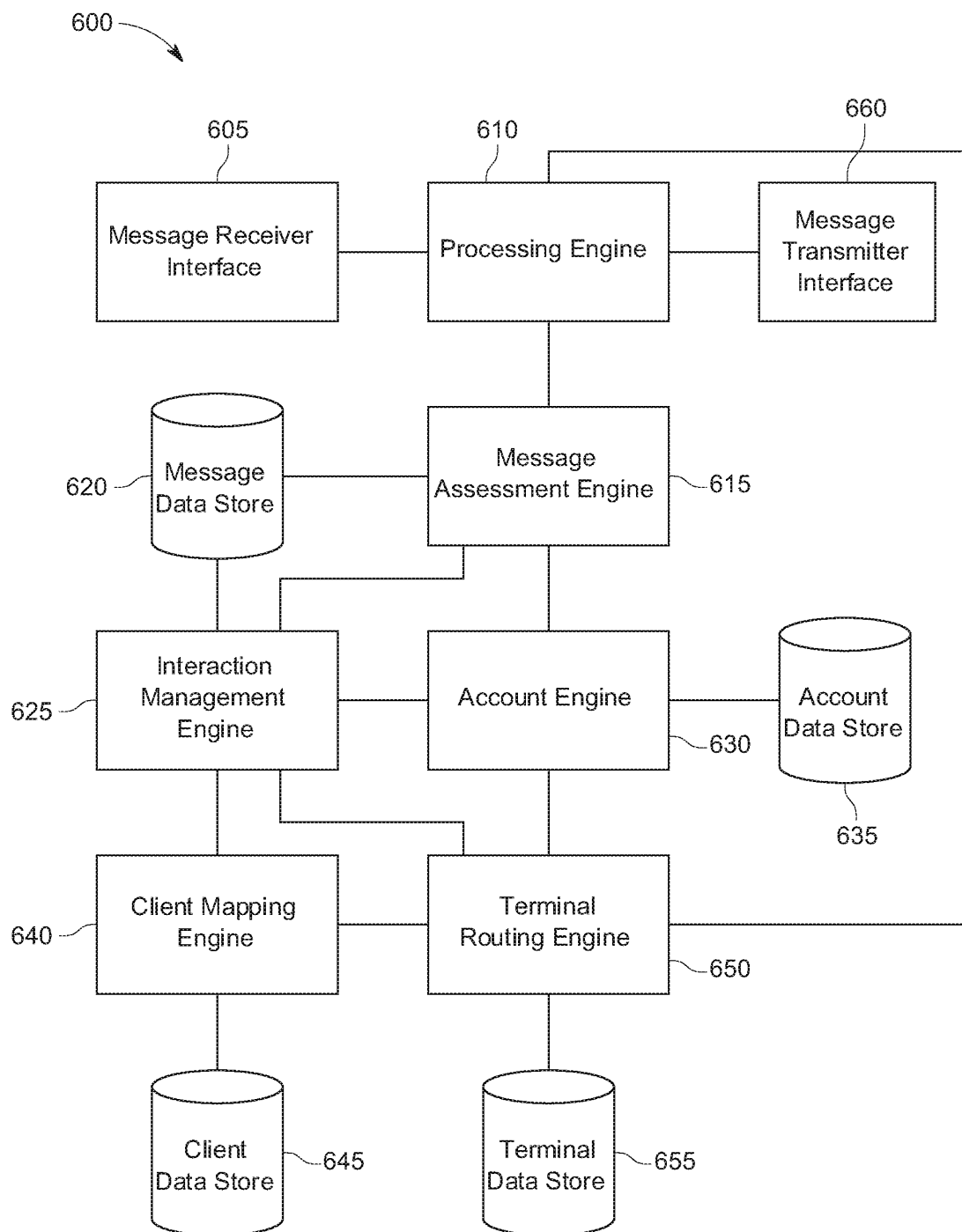


FIG. 6

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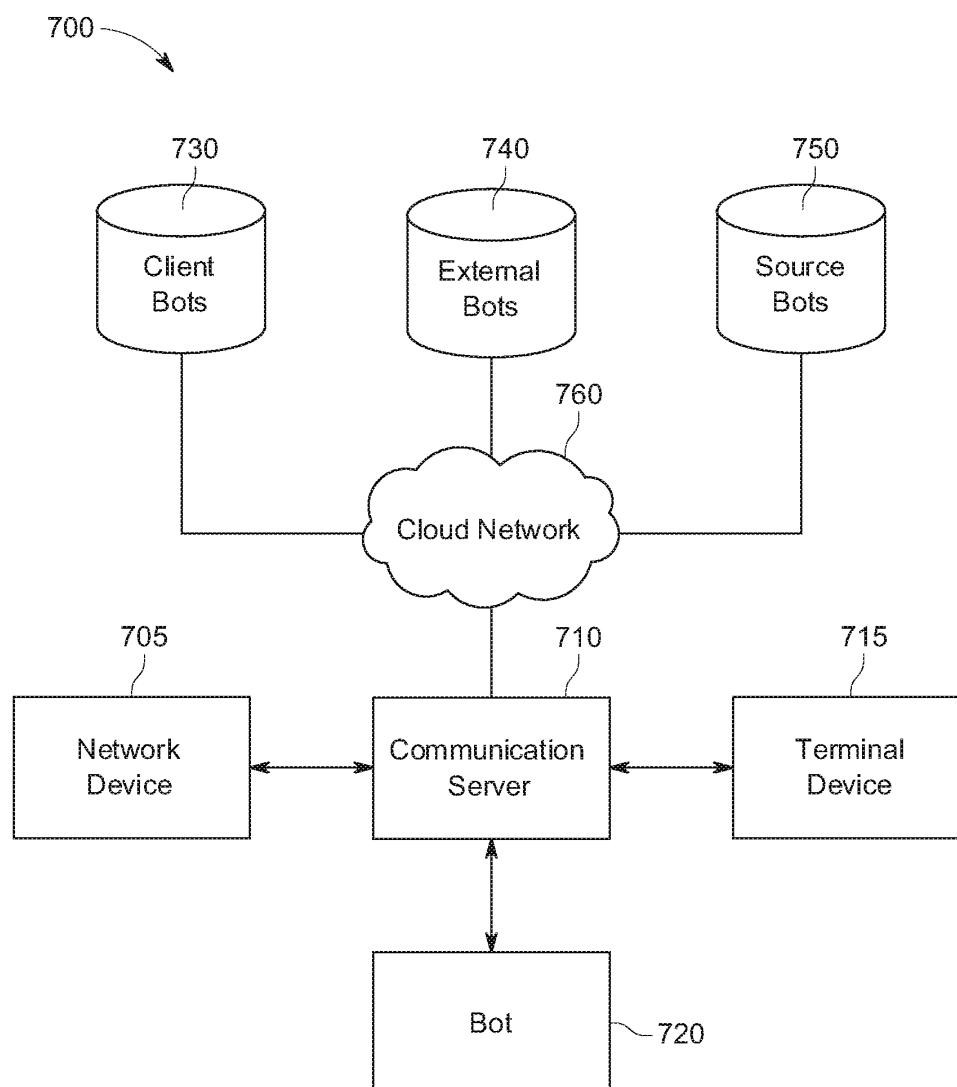


FIG. 7

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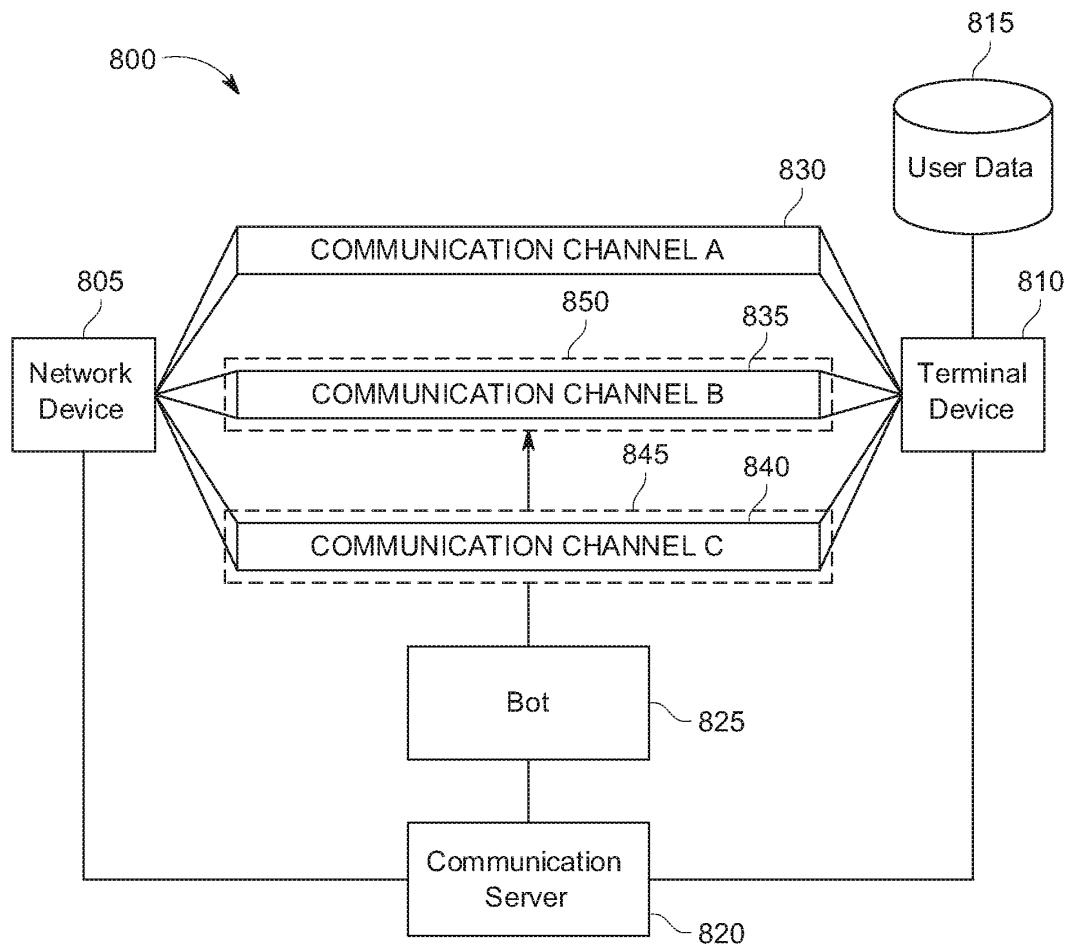


FIG. 8

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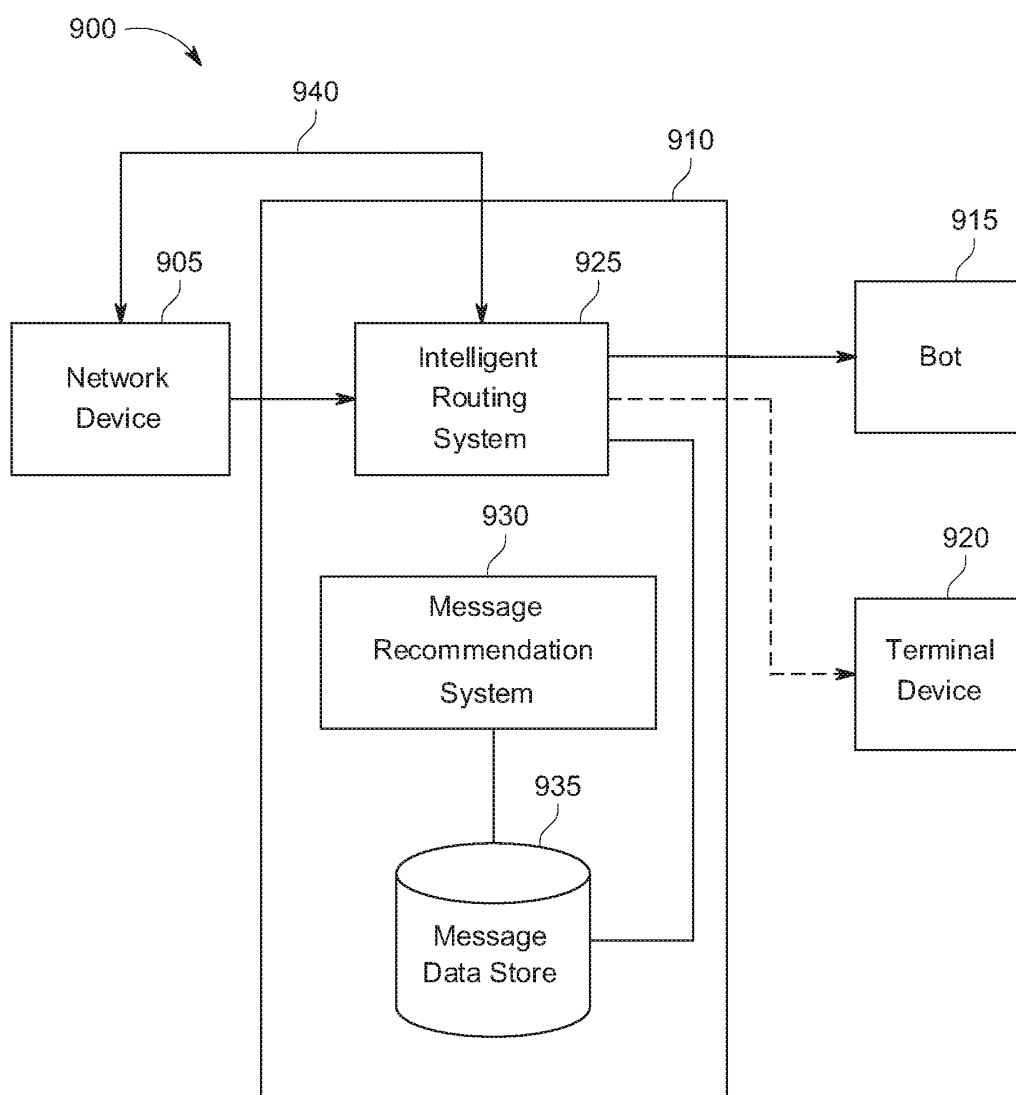


FIG. 9

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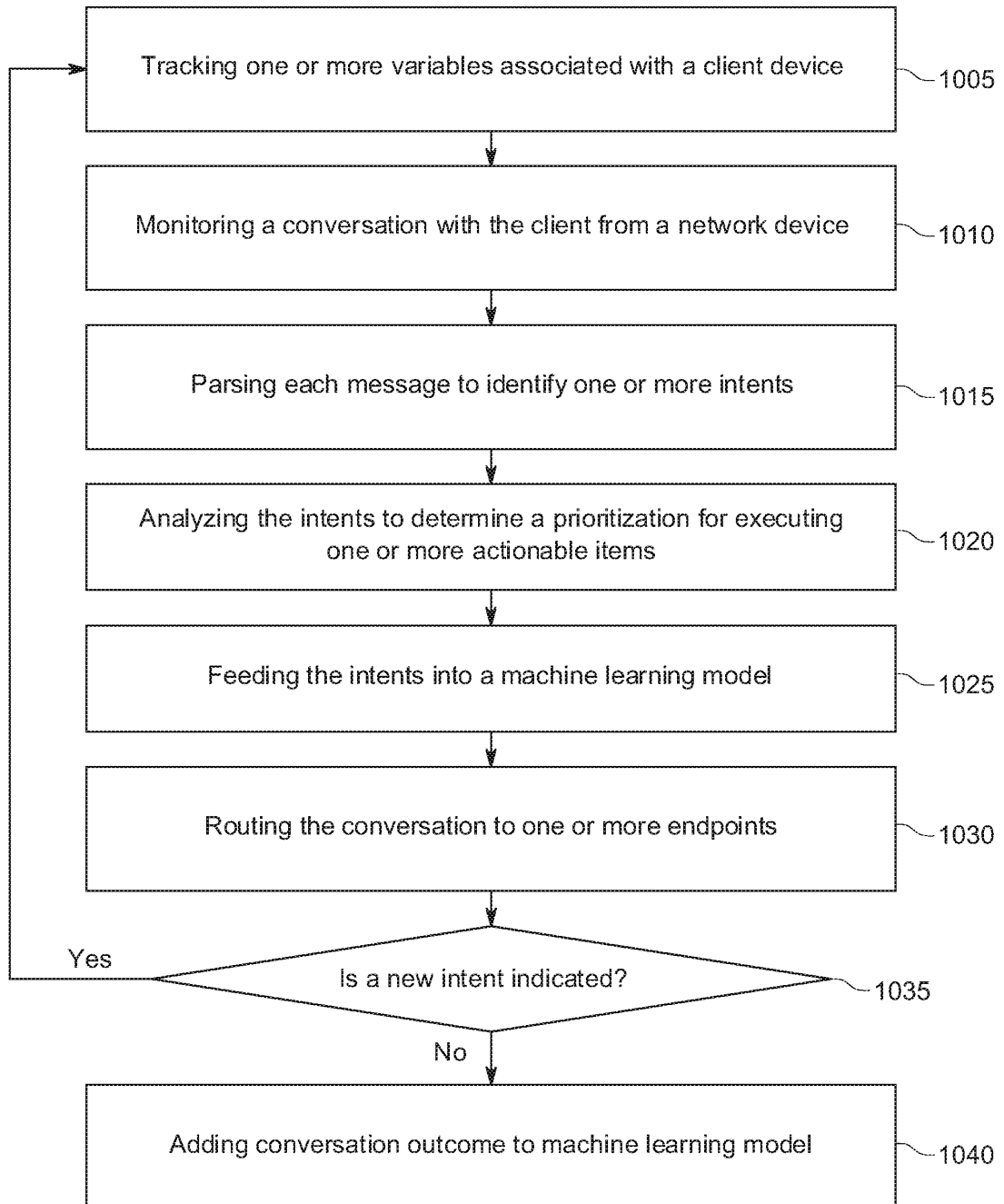


FIG. 10

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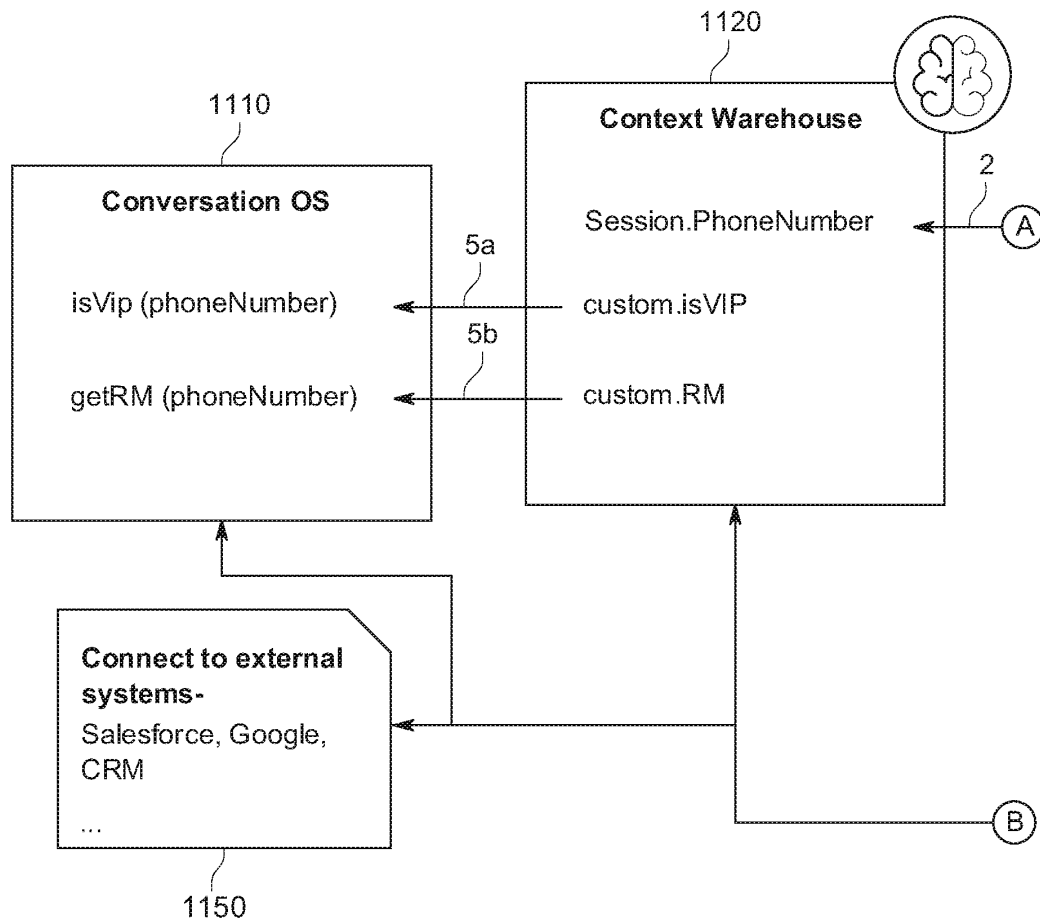


FIG. 11/1

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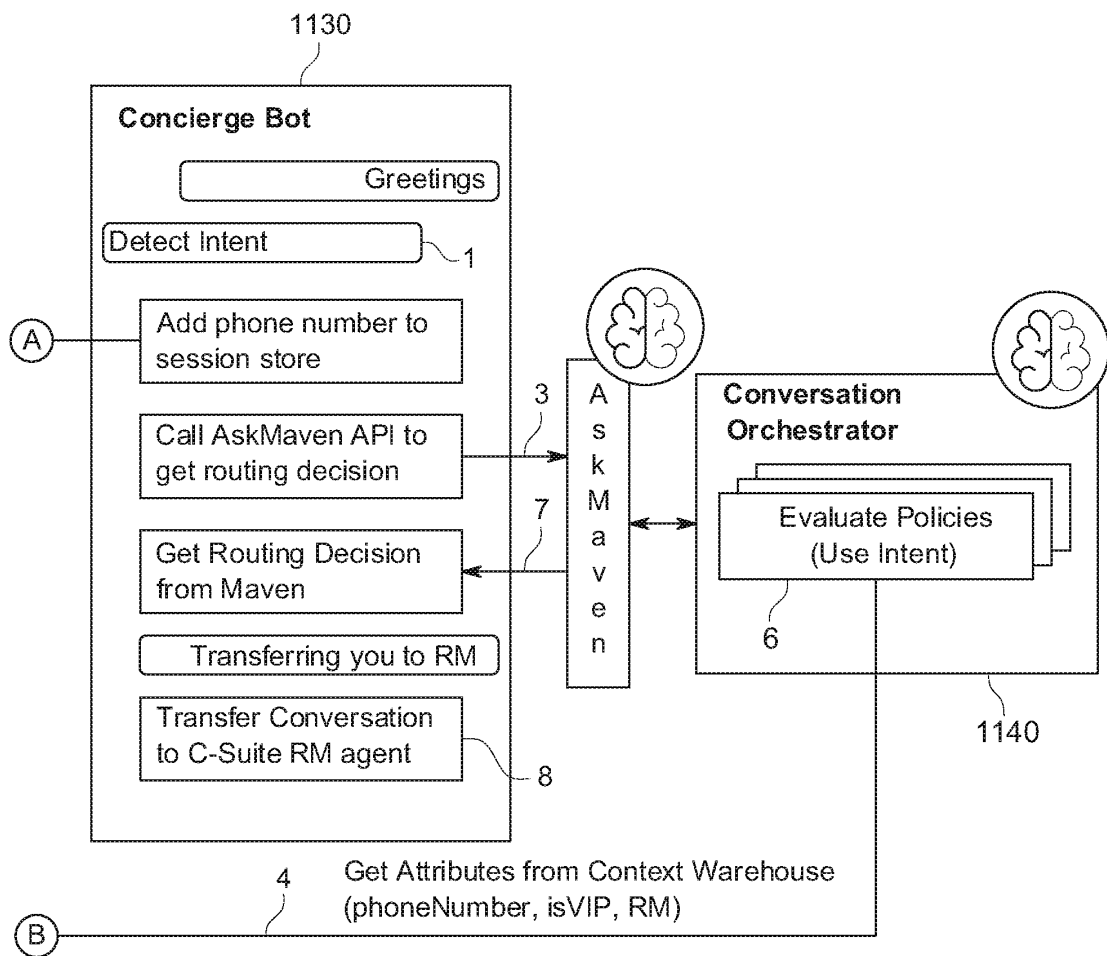


FIG. 11/2

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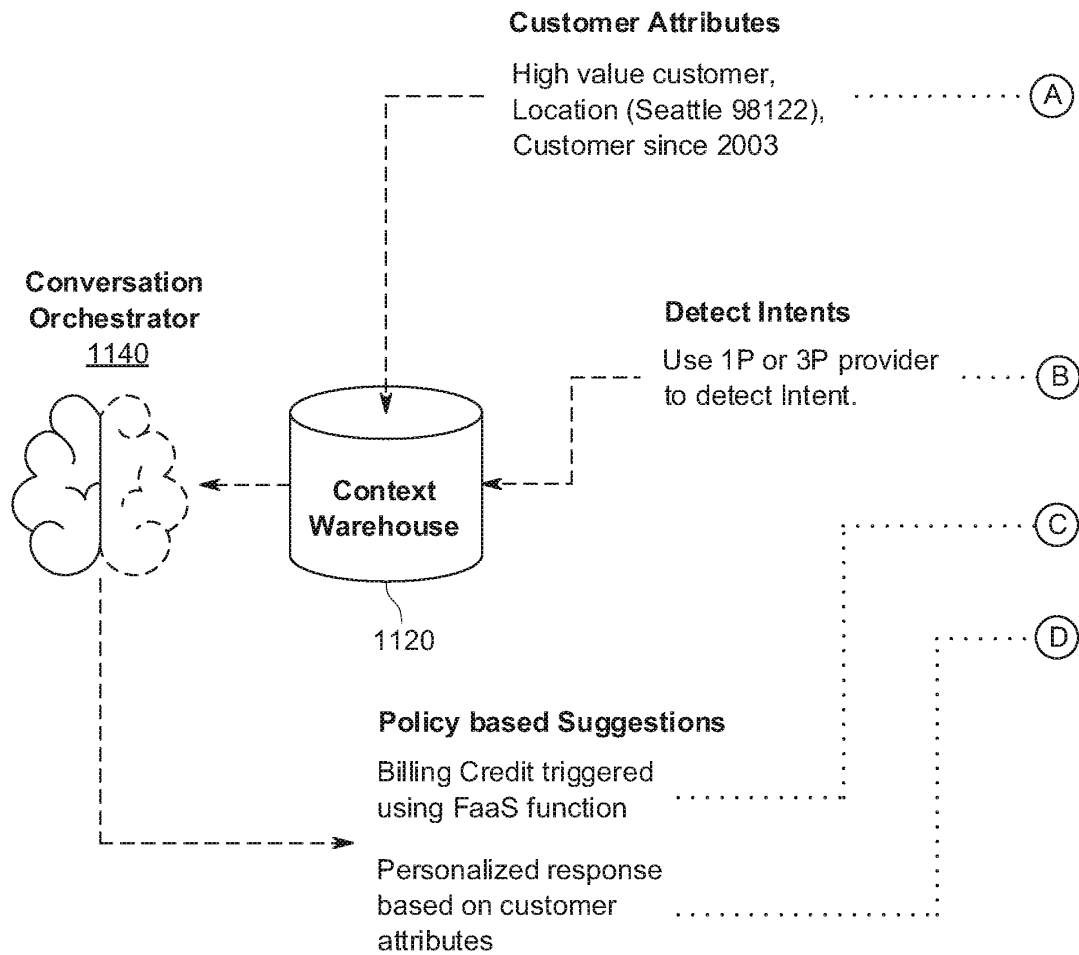


FIG. 12/1

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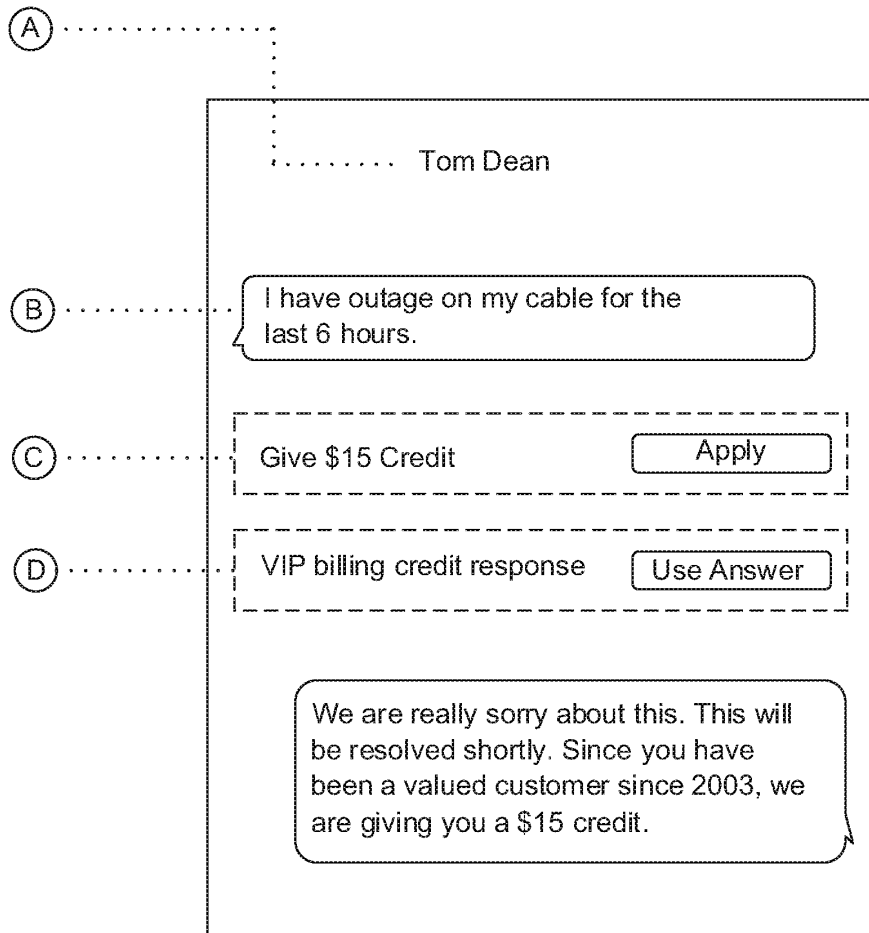


FIG. 12/2

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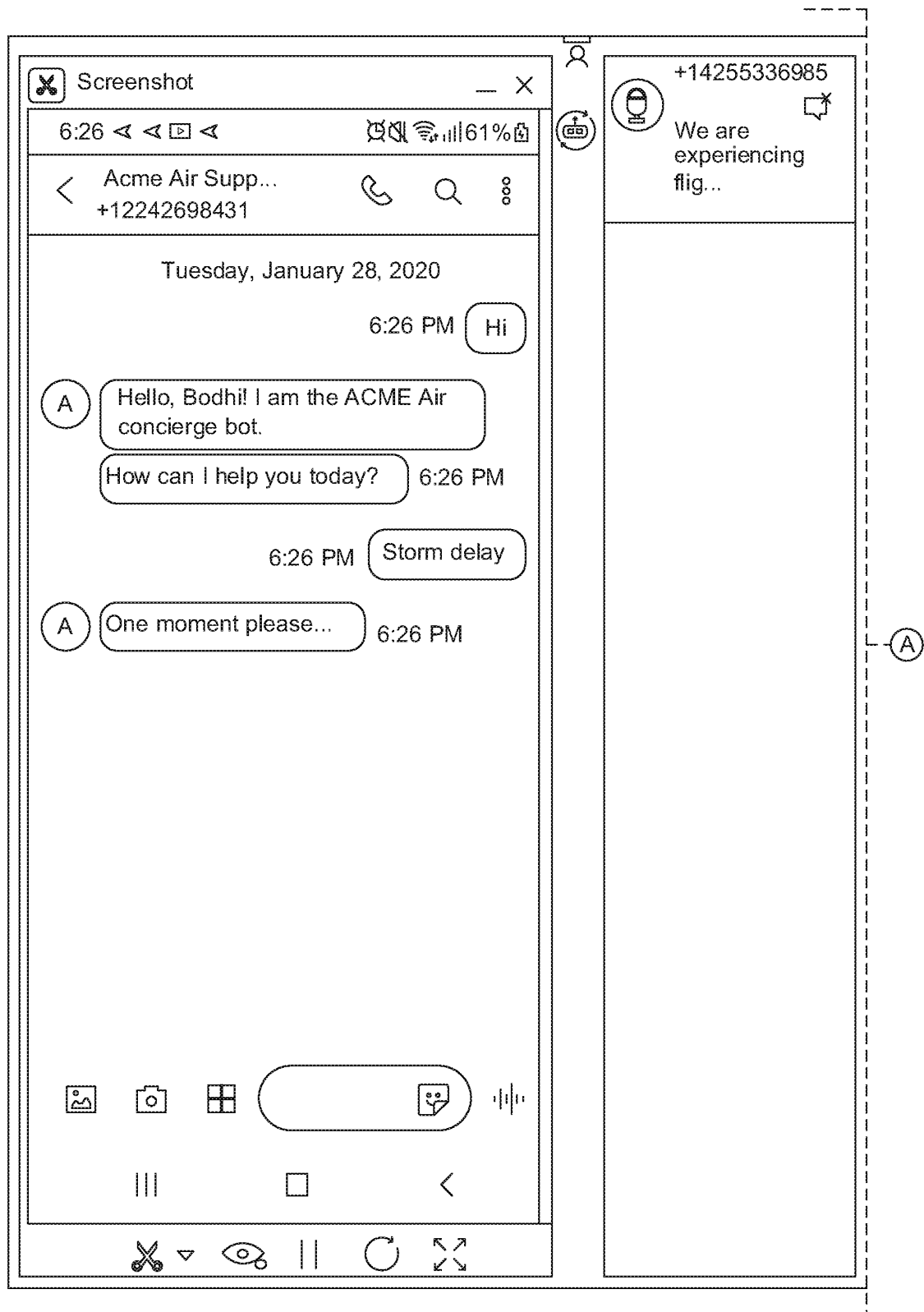


FIG. 13A/1

SUBSTITUTE SHEET (RULE 26)

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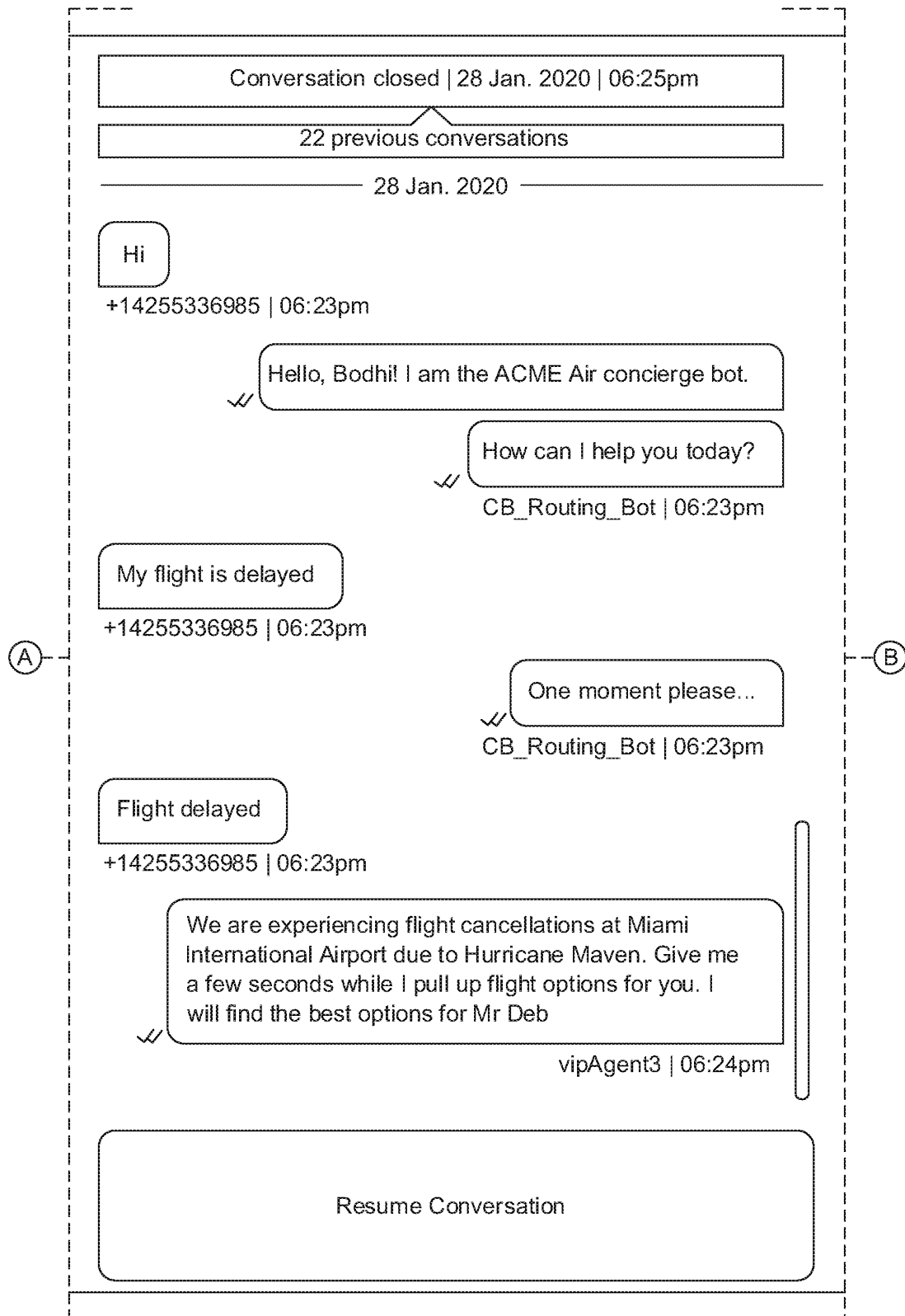


FIG. 13A/2

SUBSTITUTE SHEET (RULE 26)

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Consumer info

Consumer info ^

Consumer name +14255336985

Consumer ID twilio_22846184_
+14255336985

Personal info ^

Phone number +14255336985 ✓

Consumer info ^

Costumer ID twilio_22846184_ ✓
+14255336985

IMEI +14255336985 ✓

Company branch +12242698431 ✓

Conversation info ^

Skill VIP Support

Start time 28 Jan, 2020 | 06:23pm

Source  SMS

Conversation ID 5c8e905e-3acb-44fa-
8347-aca2070e3d30

CSAT 0/5 ☆

Campaign info ^

FIG. 13A/3

SUBSTITUTE SHEET (RULE 26)

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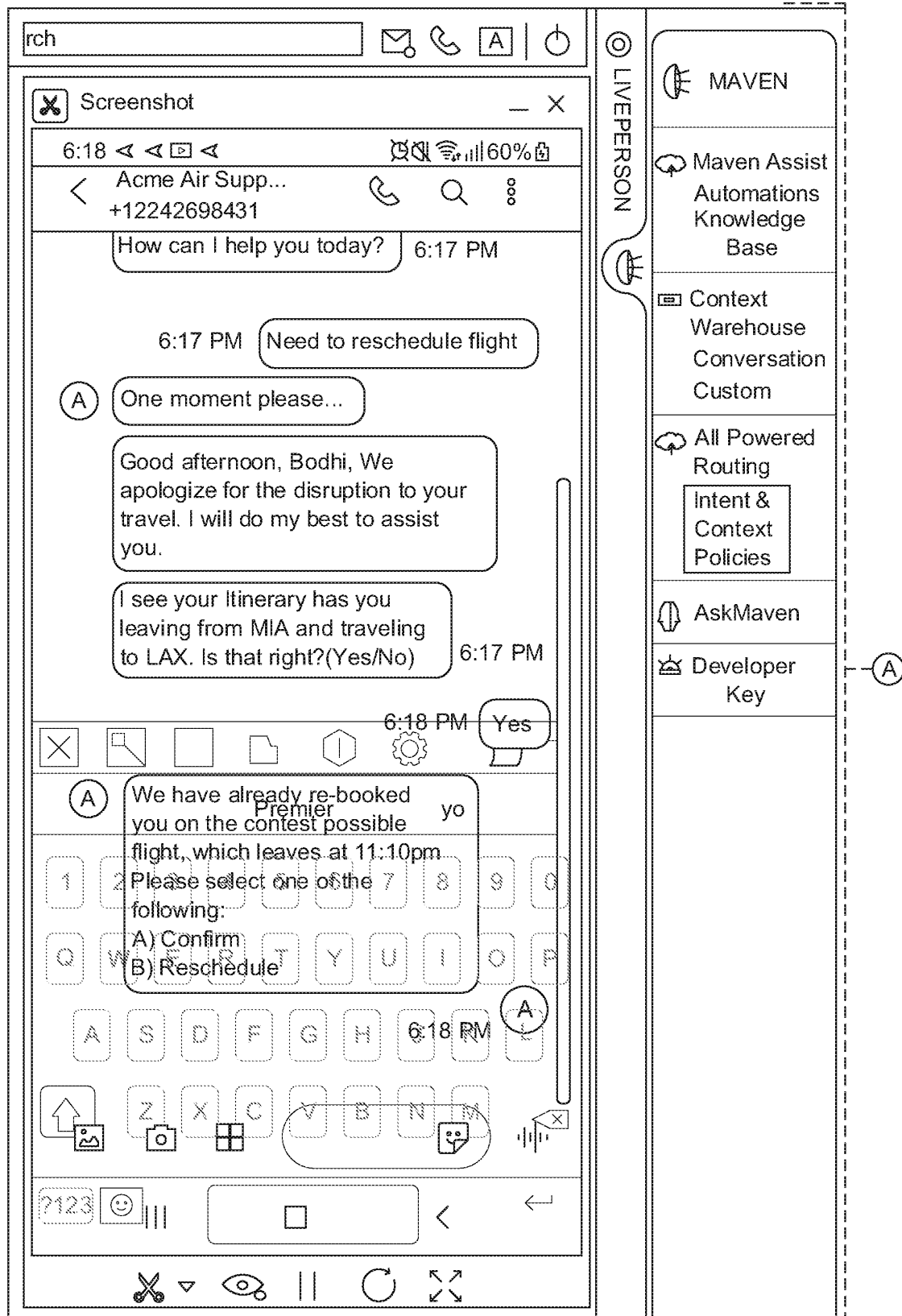


FIG. 13B/1

SUBSTITUTE SHEET (RULE 26)

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Top policies

5
Total

5
Everyday_
Routi...

0
Weather_
Delay...

All other policies (3)

RegularCustomerRule_Static0

FlyHigh_Made_Policy0

SaleofontoVipLookup0

Manage policies

Create and manage policies here. You can enable and disable each policy using the toggle switch. Policies are evaluated in the order they are presented here. You up or down

Add Policy

↑

↓

Weather_Delay_Policy...disabled

Everday_Routing_Polic...enabled

Weather_Delay_Policy...disabled

Everday_Routing_Polic...disabled

VipRule_Staticdisabled

VipRule_Static_agentdisabled

Maven Bot Configuration

FIG. 13B/2

SUBSTITUTE SHEET (RULE 26)

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FIG. 13B/3

SUBSTITUTE SHEET (RULE 26)

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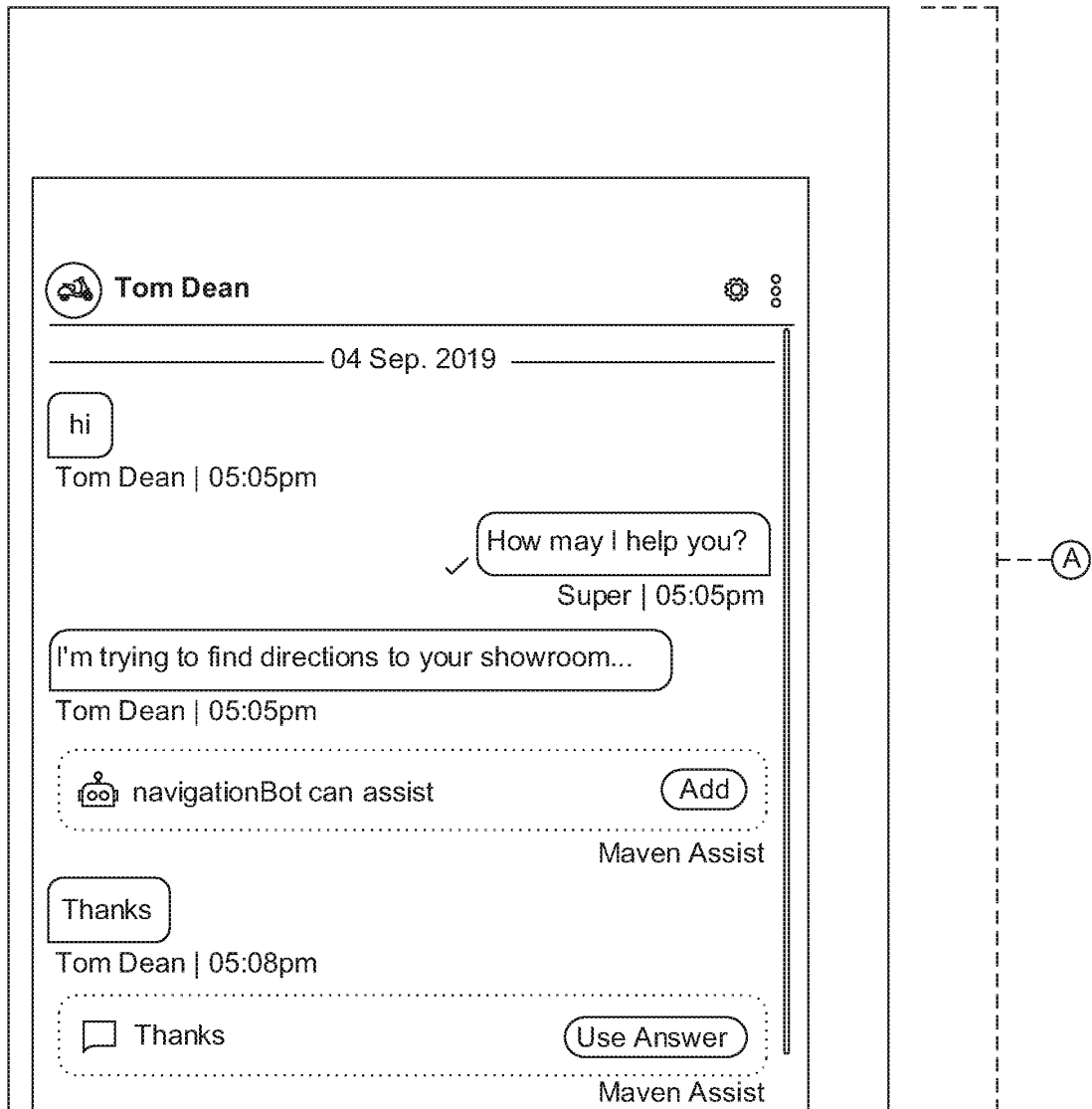


FIG. 13C/1

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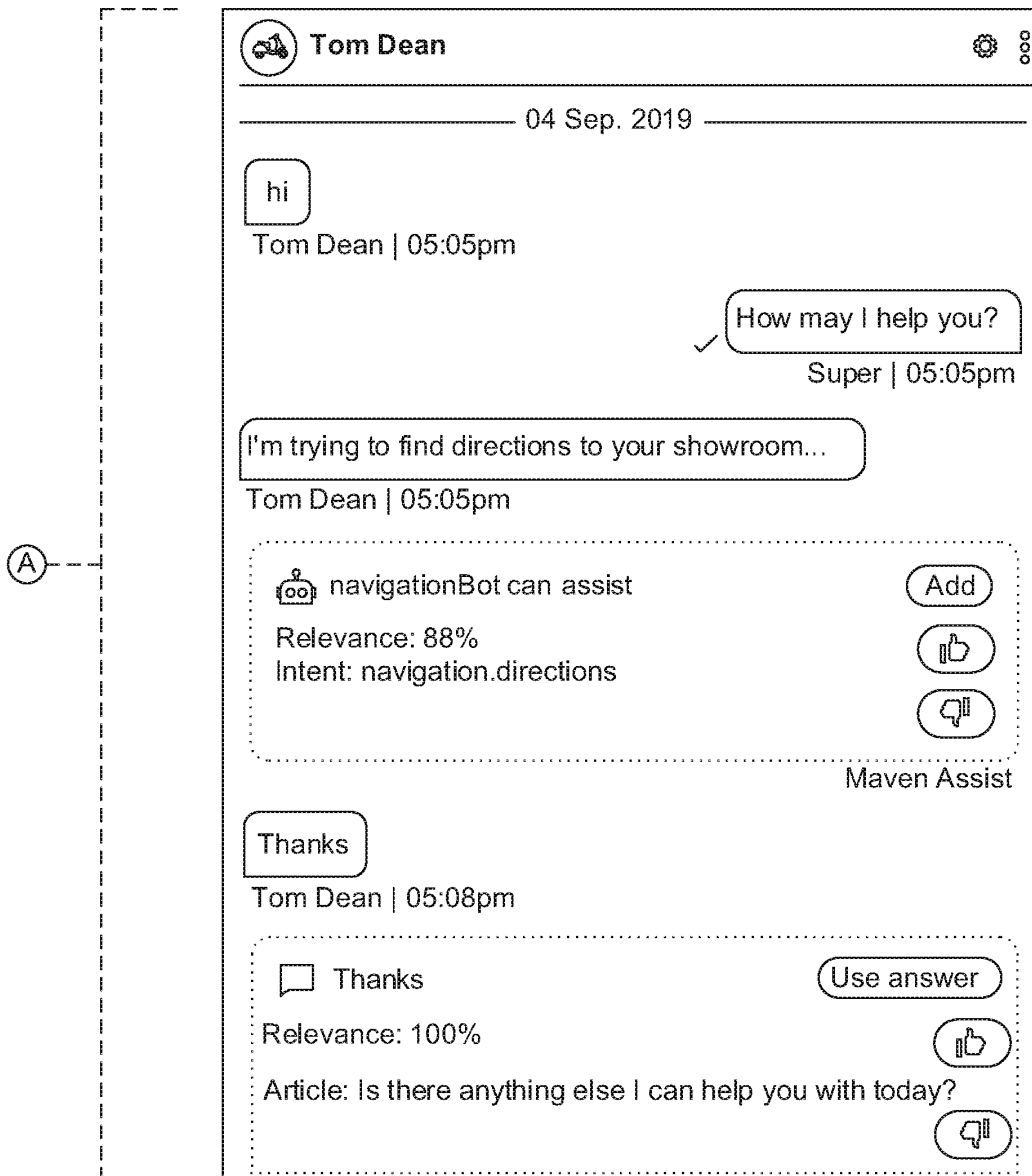


FIG. 13C/2