

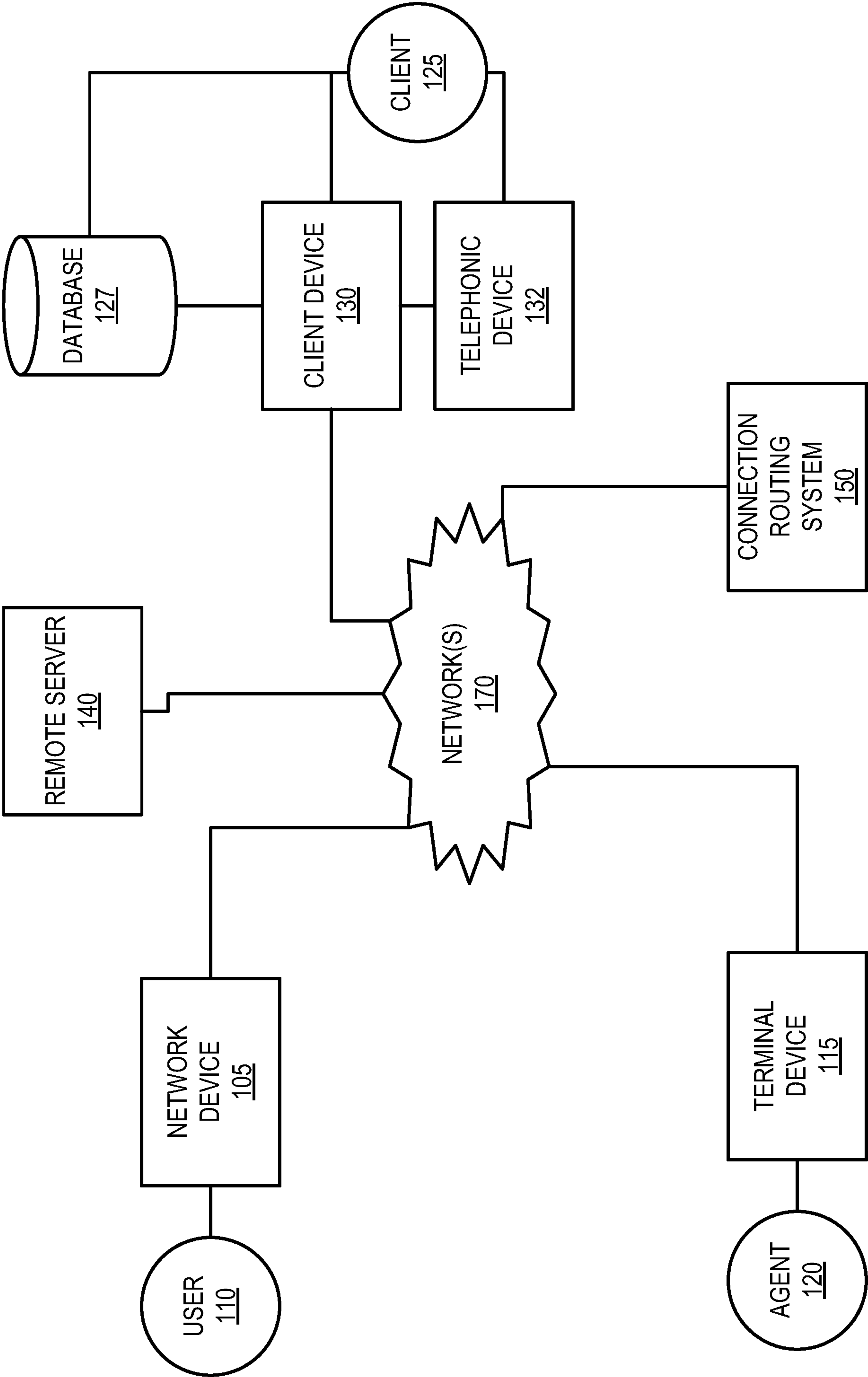


FIG. 1

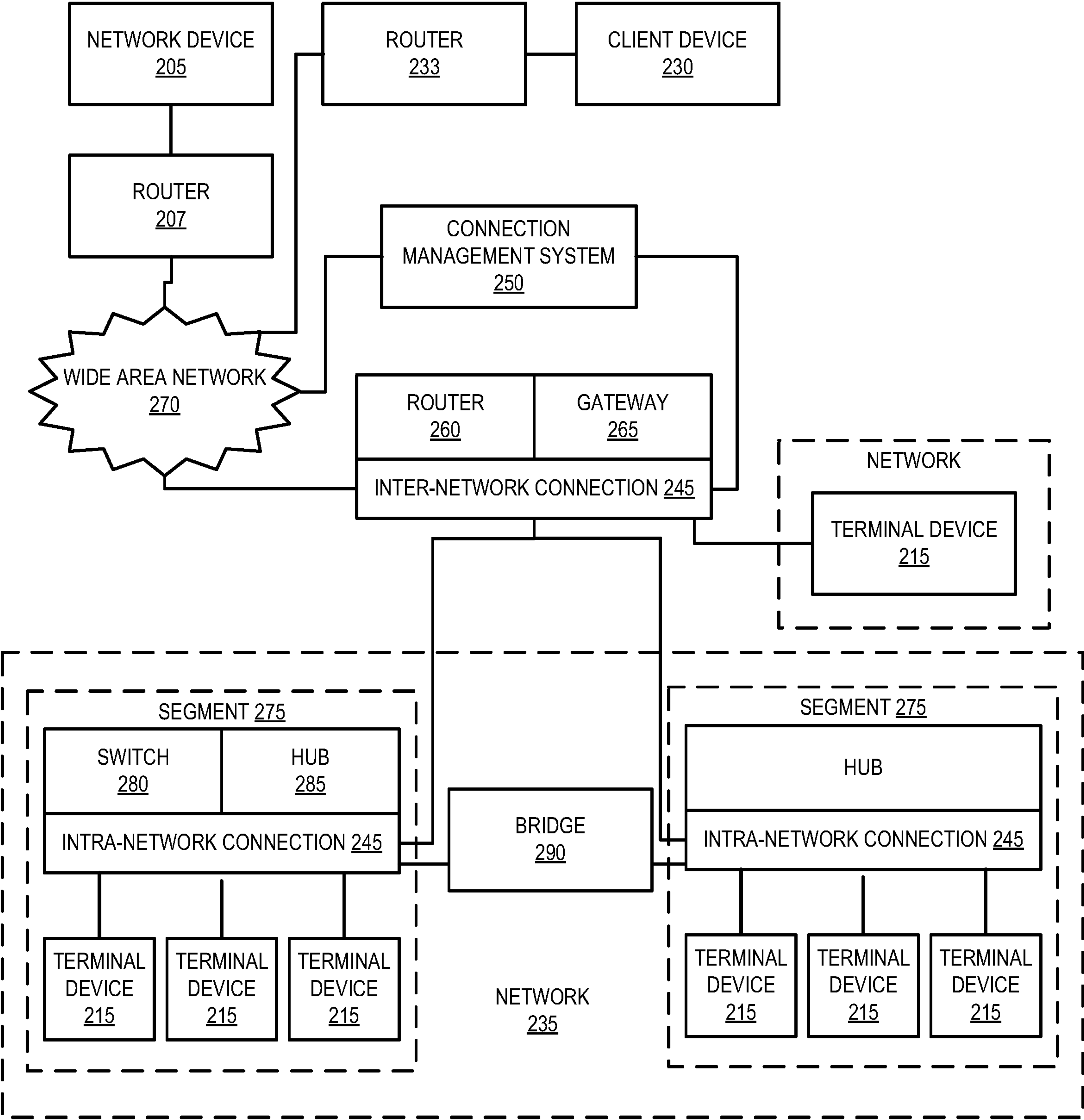


FIG. 2

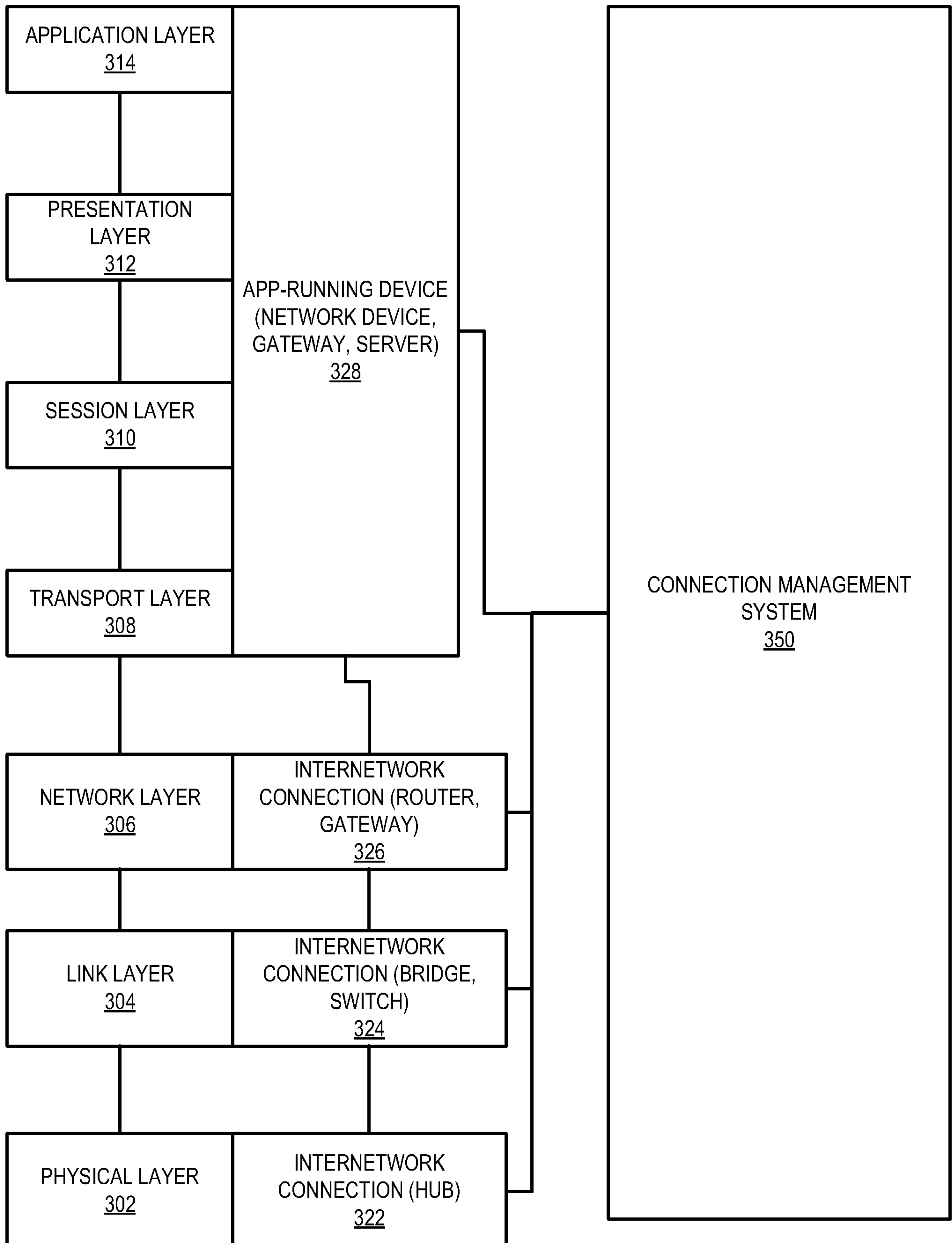


FIG. 3

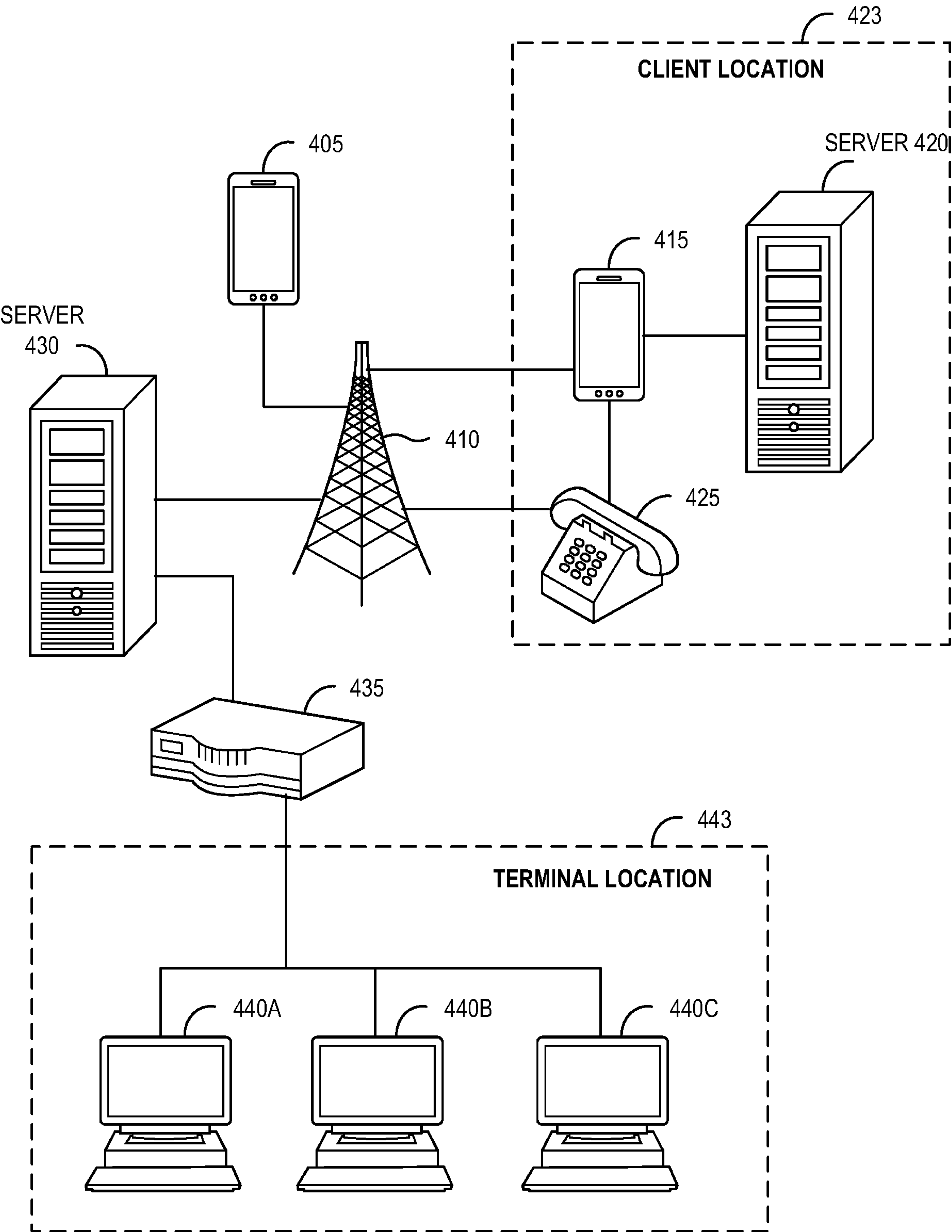


FIG. 4

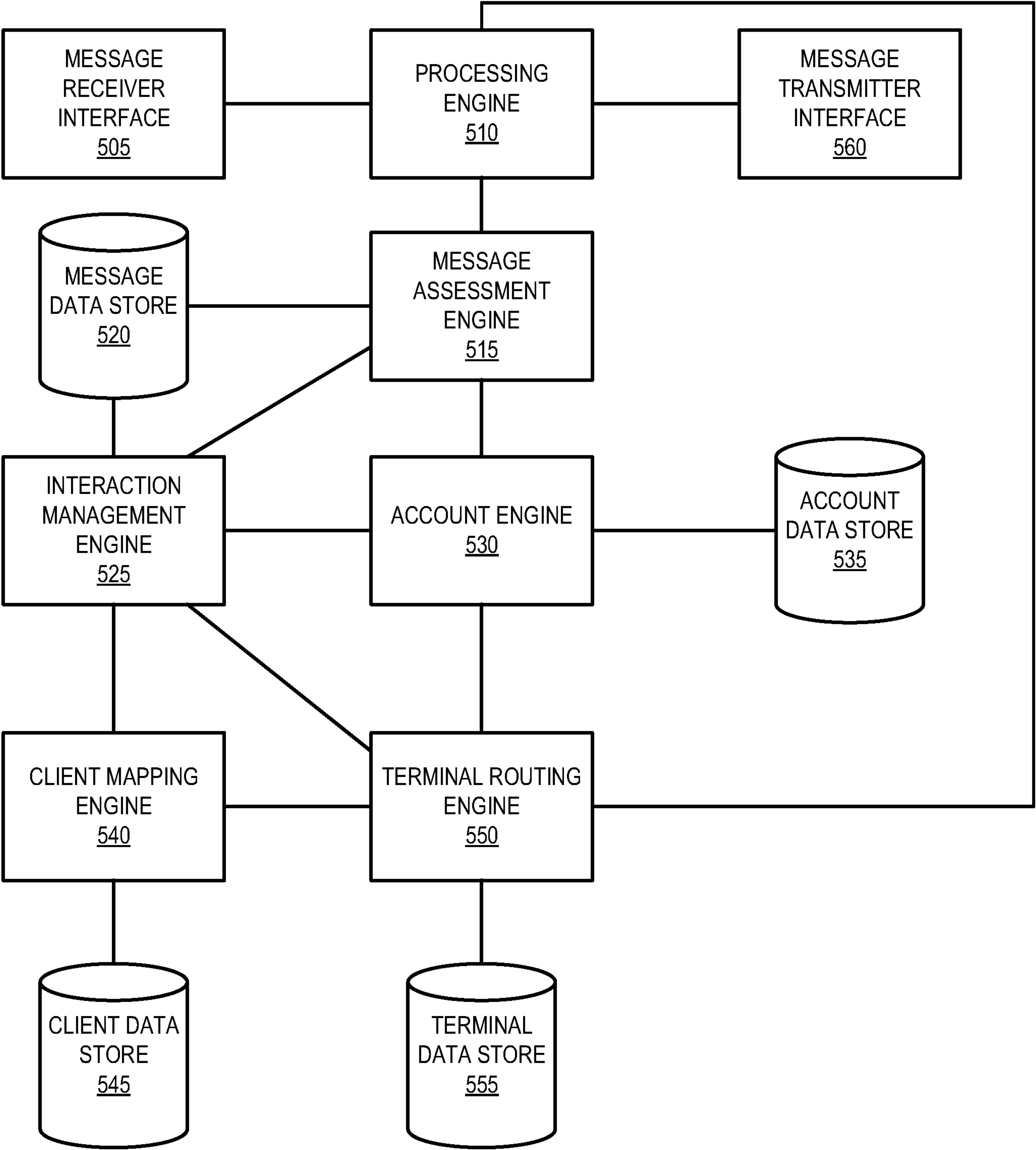


FIG. 5

600

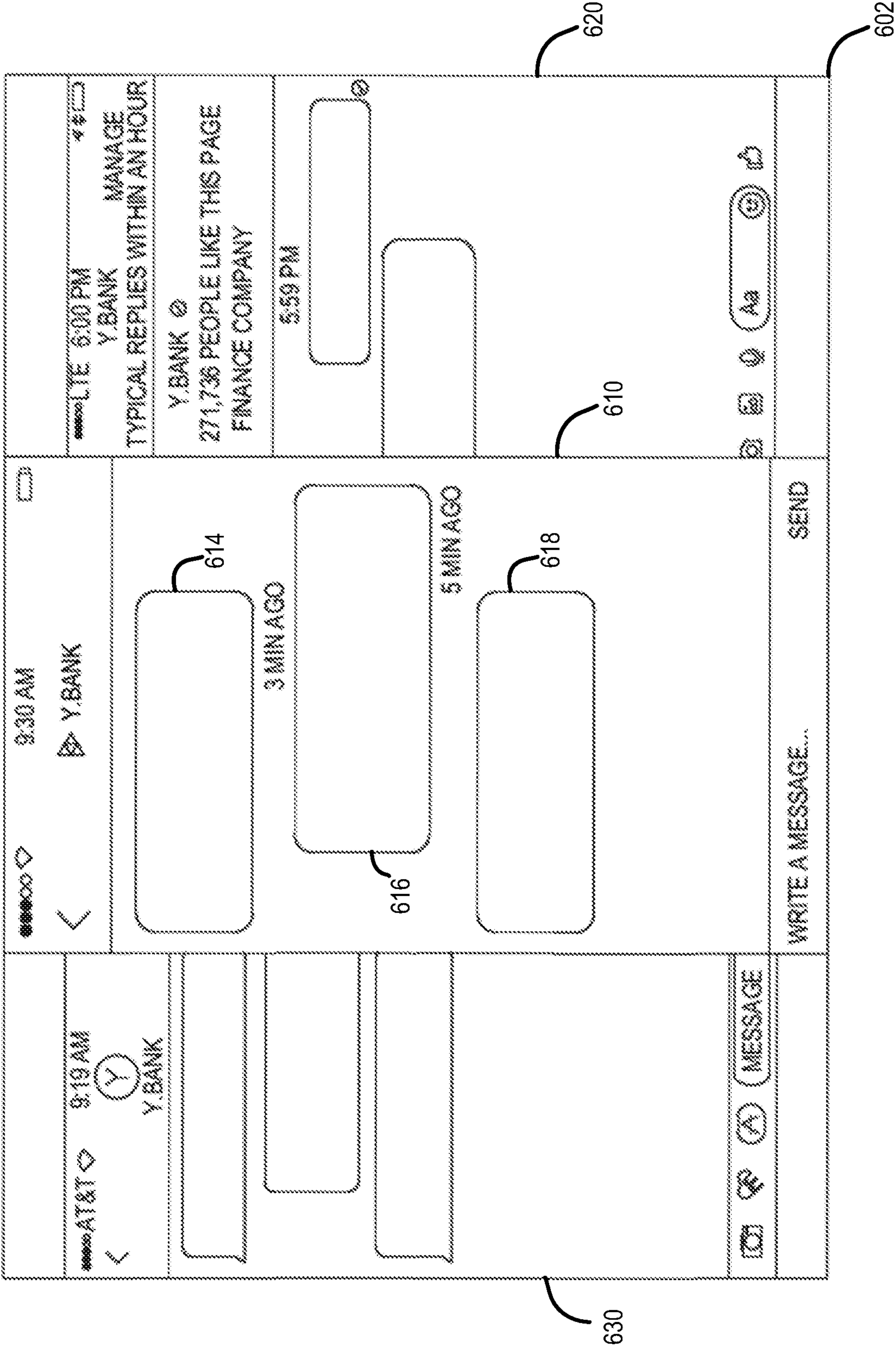


FIG. 6

A

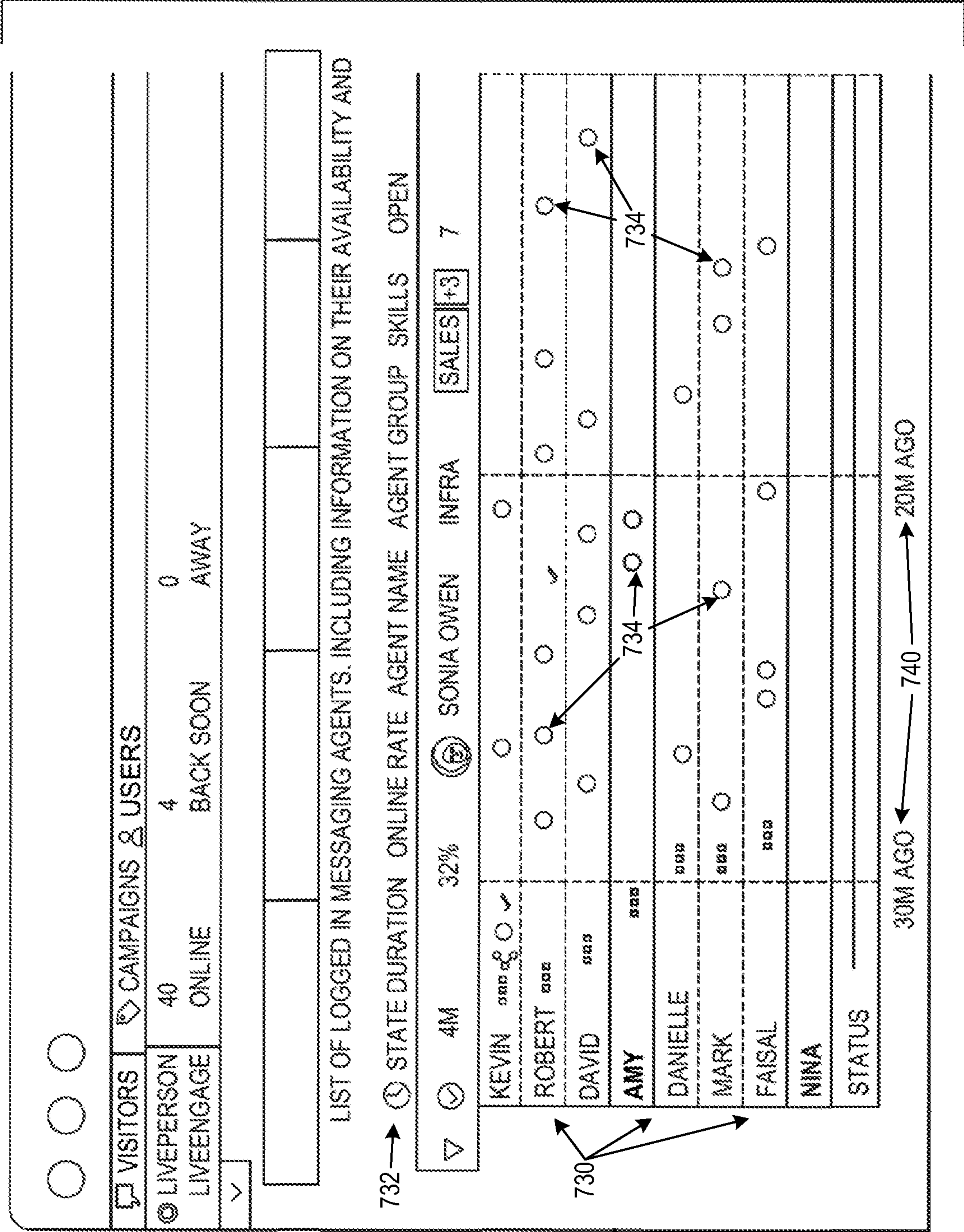


FIG. 7A

700

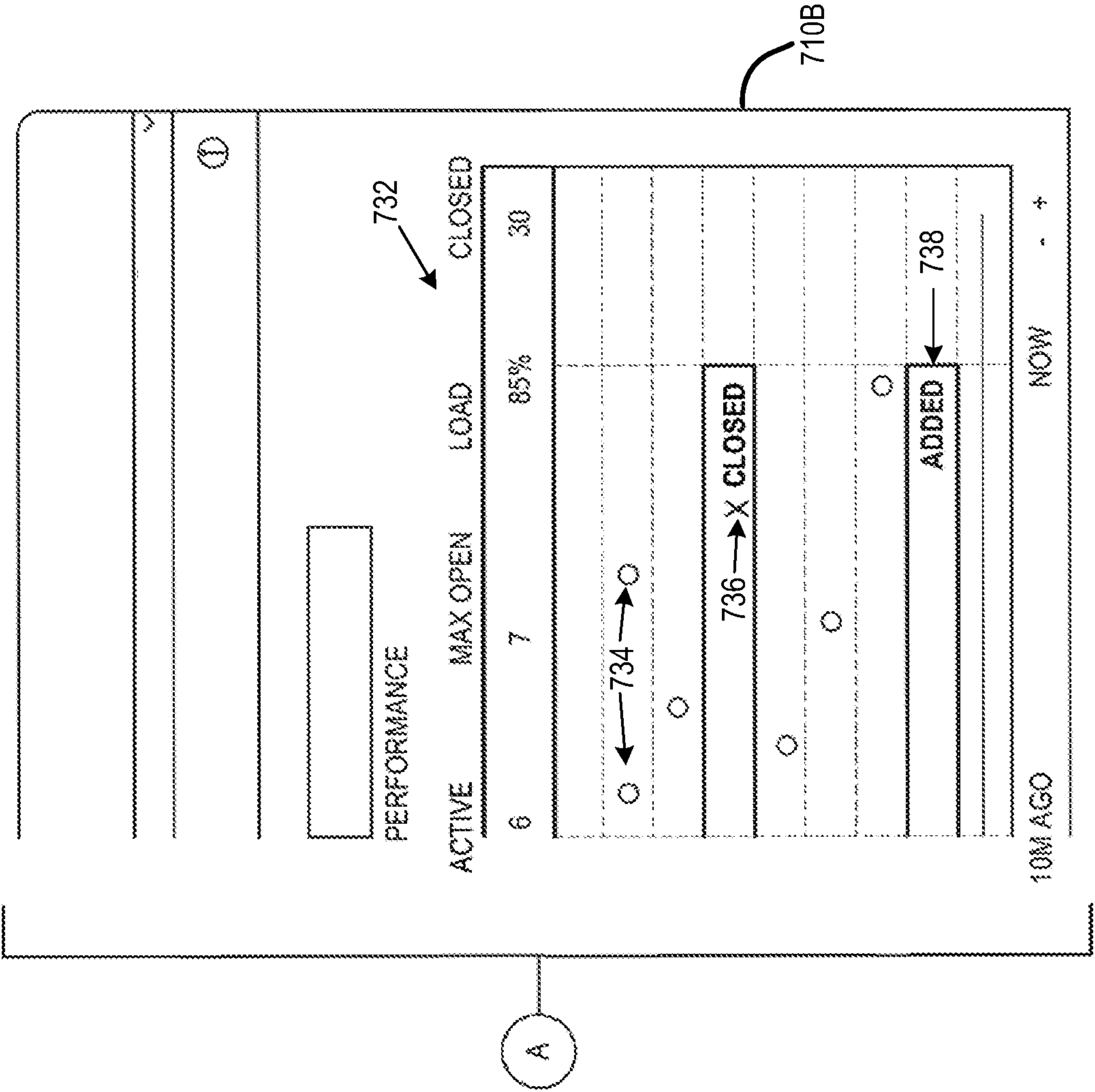
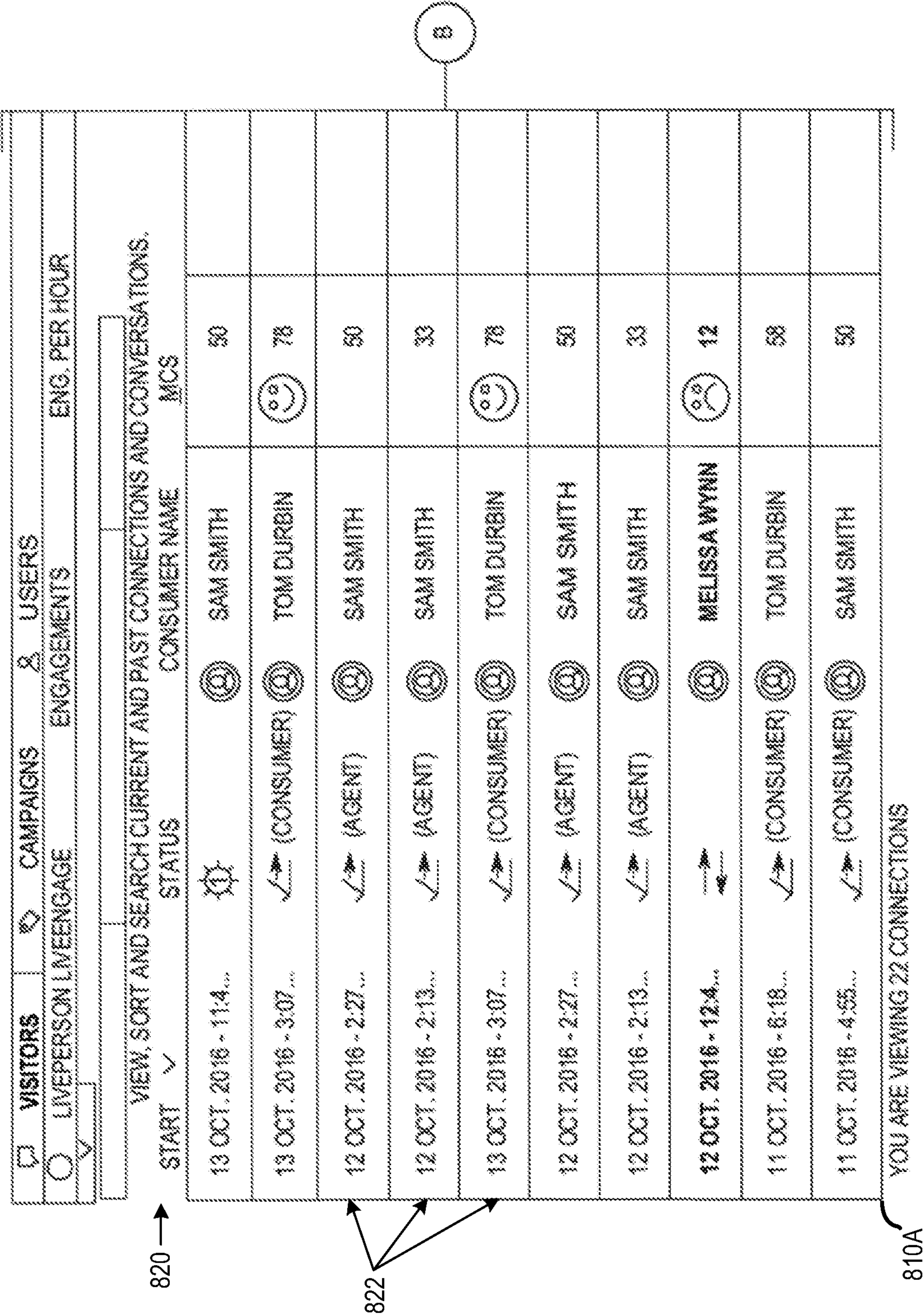
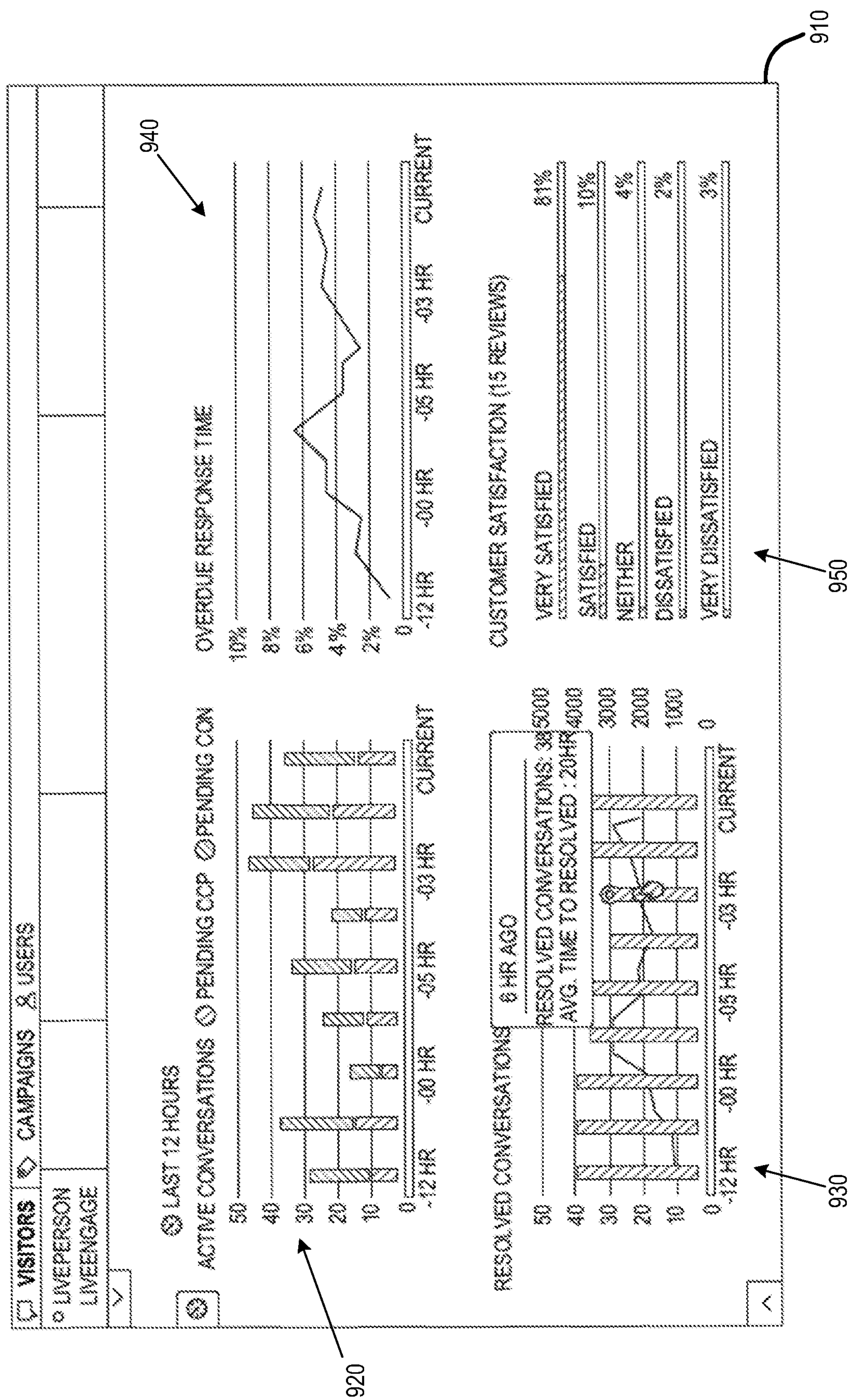


FIG. 7B



LPA-YEHIEIC				
SKILL	AGENT NAME	AGENT GROUP	LAST MESSAGE TIME	DURATION
SALES	MEL	SALES CONSULTING	13 OCT. 2016 - 11:4...	125:14 HR
SALES	JAMES	SALES CONSULTING	13 OCT. 2016 - 3:08...	02:11 MIN
SUPPORT	MEL	SALES CONSULTING	12 OCT. 2016 - 6:07...	3:40 HR
SUPPORT	MEL	SALES CONSULTING	12 OCT. 2016 - 2:15...	10:49 MIN
SALES	JAMES	SALES CONSULTING	13 OCT. 2016 - 3:08...	02:11 MIN
SUPPORT	MEL	SALES CONSULTING	12 OCT. 2016 - 6:07...	3:40 HR
SUPPORT	MEL	SALES CONSULTING	12 OCT. 2016 - 2:15...	10:49 MIN
SALES	MEL	SALES CONSULTING	12 OCT. 2016 - 2:35...	148:08 HR
SALES	JAMES	SALES CONSULTING	11 OCT. 2016 - 6:19...	07:15 MIN
SUPPORT	MEL	SALES CONSULTING	11 OCT. 2016 - 5:00...	13:05 MIN

F/G. 8B

9
G.
F

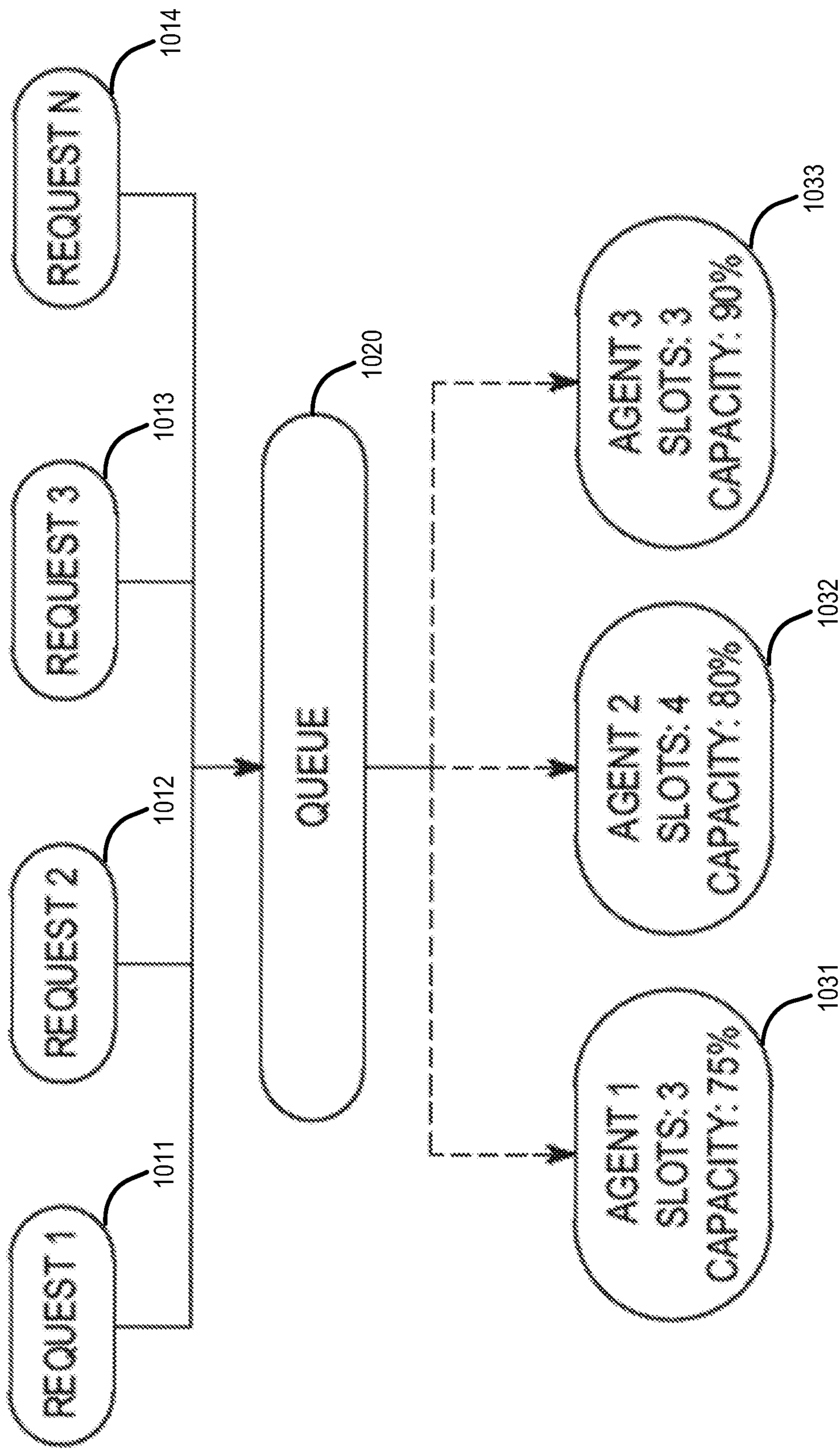


FIG. 10

1100
↓

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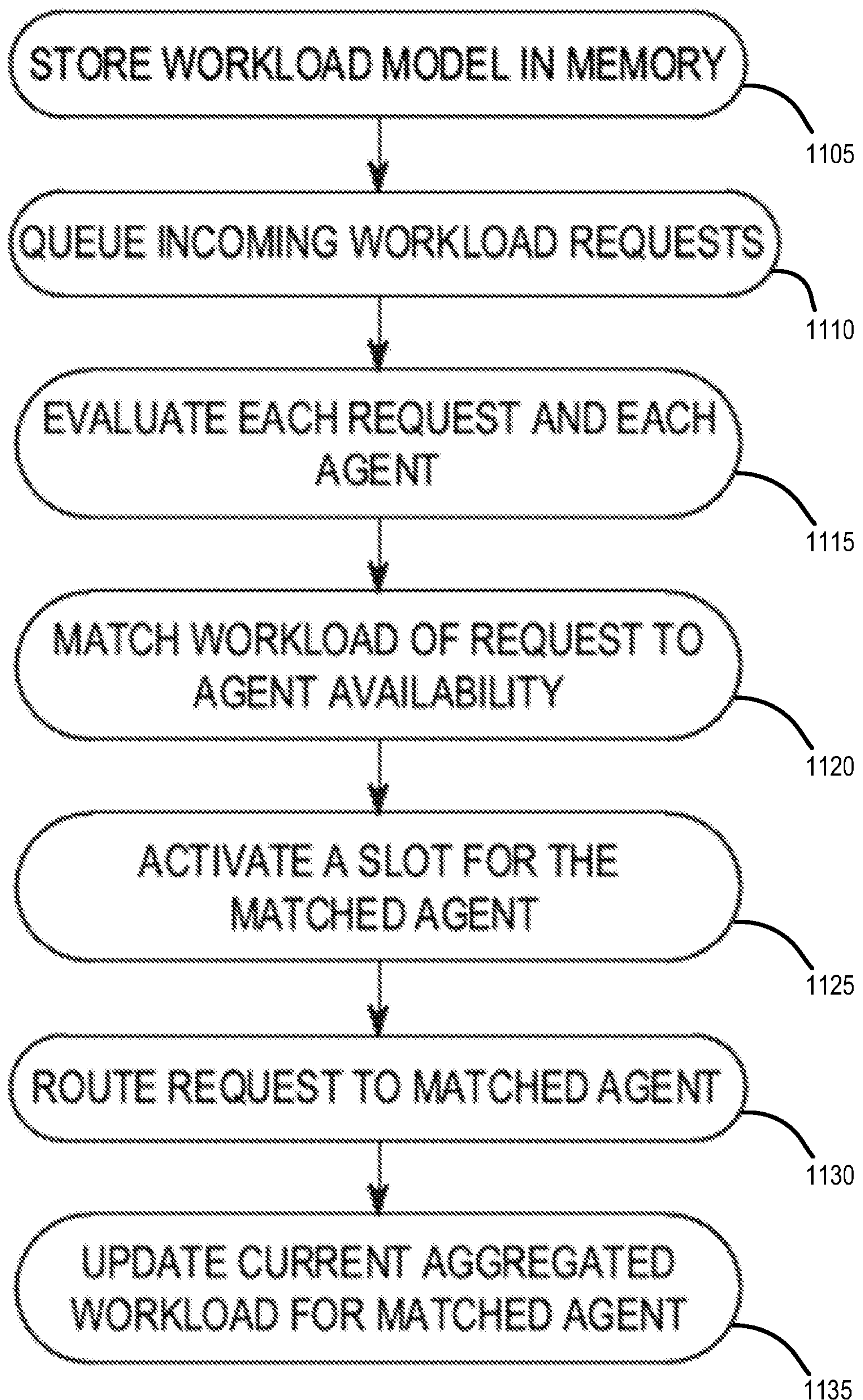


FIG. 11

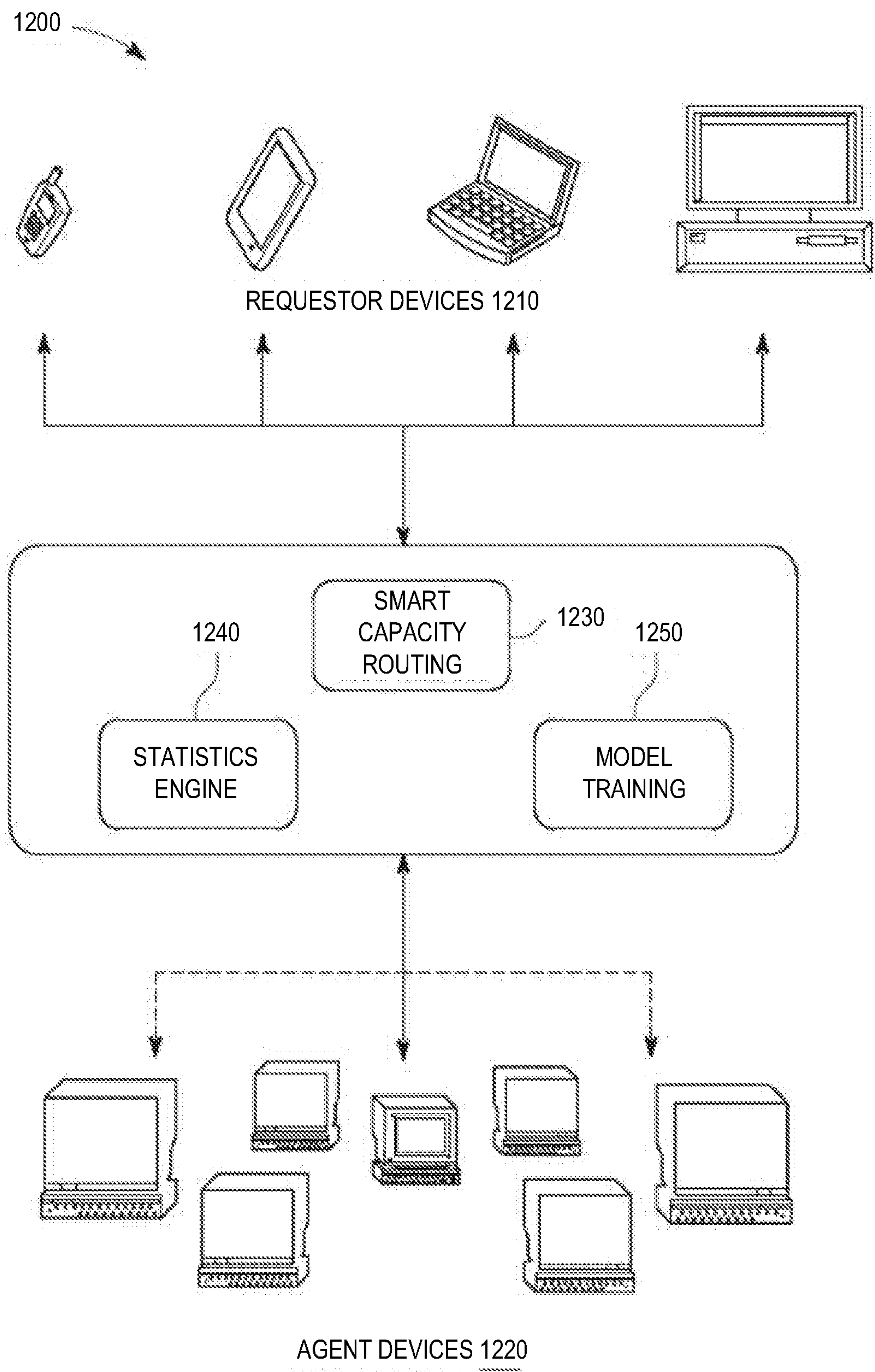


FIG. 12

15 / 16

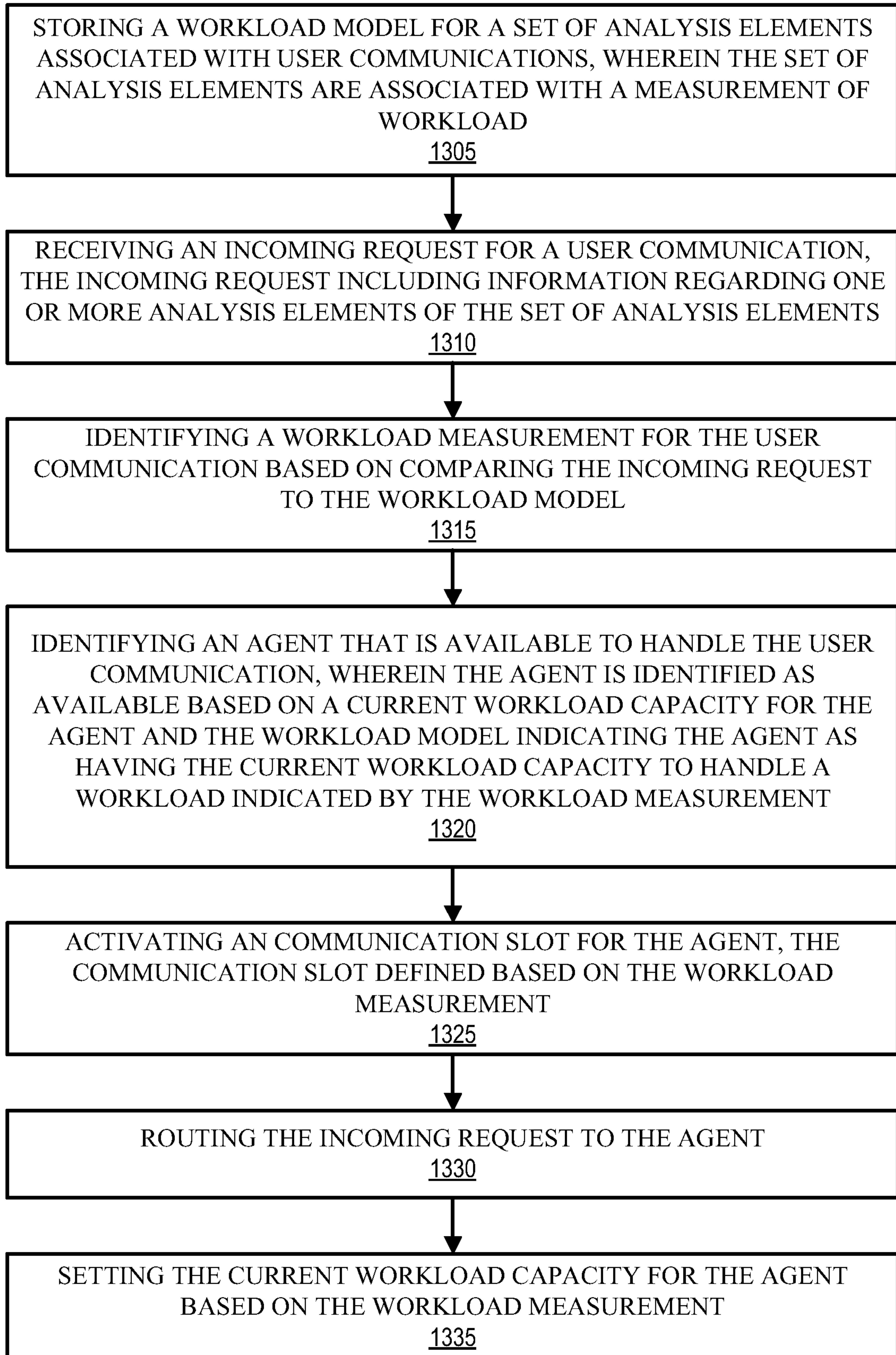
1300
↓

FIG. 13

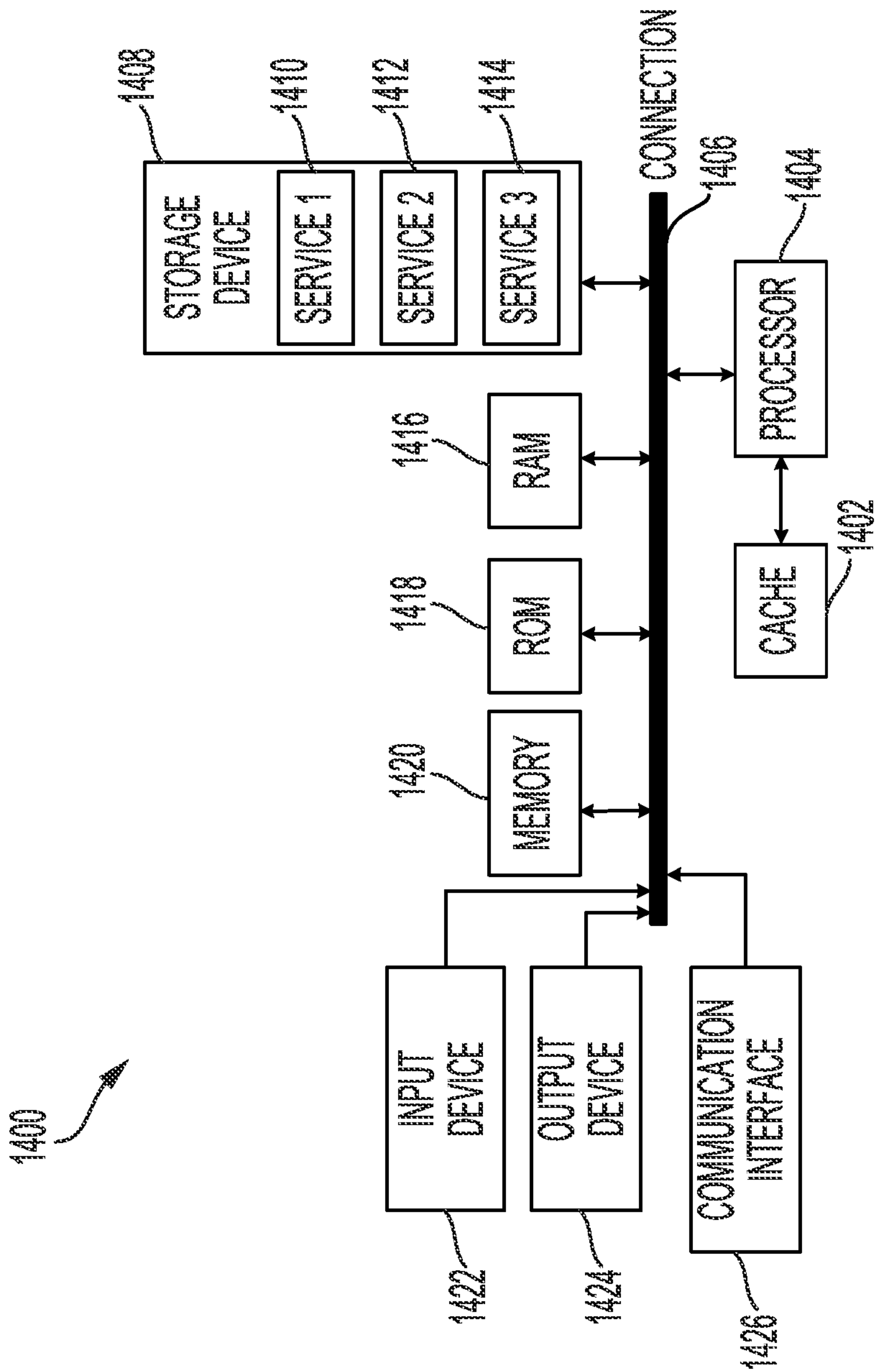


FIG. 14