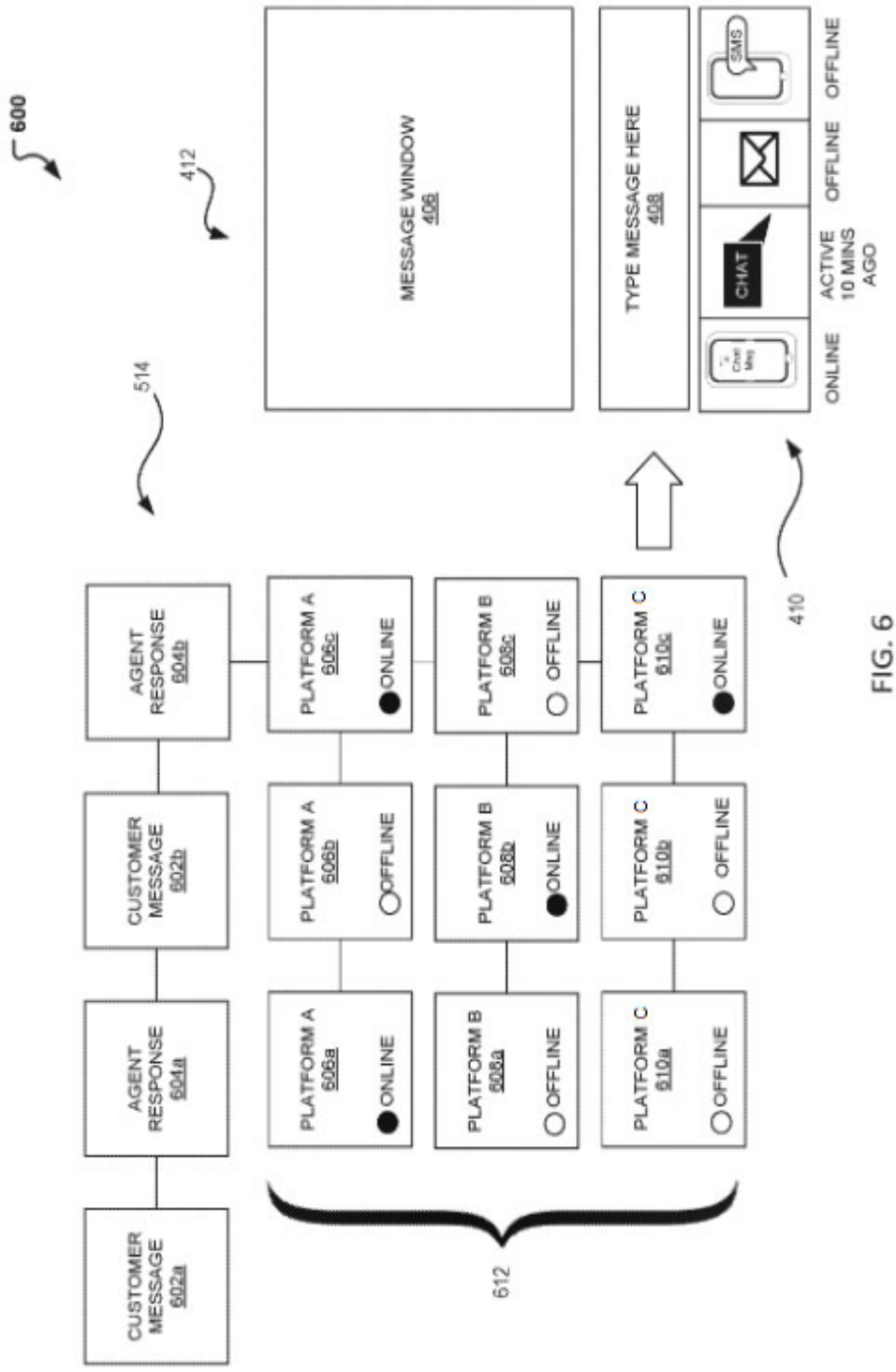
600
412
514
MESSAGE WINDOW
406
TYPE MESSAGE HERE
408
CHAT
SMS
ONLINE
ACTIVE 10 MINS AGO
OFFLINE
OFFLINE
410
CUSTOMER MESSAGE 602a
AGENT RESPONSE 604a
CUSTOMER MESSAGE 602b
AGENT RESPONSE 604b
PLATFORM A 606a
ONLINE
PLATFORM A 606b
OFFLINE
PLATFORM A 606c
ONLINE
PLATFORM B 608a
OFFLINE
PLATFORM B 608b
ONLINE
PLATFORM B 608c
OFFLINE
PLATFORM C 610a
OFFLINE
PLATFORM C 610b
OFFLINE
PLATFORM C 610c
ONLINE
612

FIG. 6