

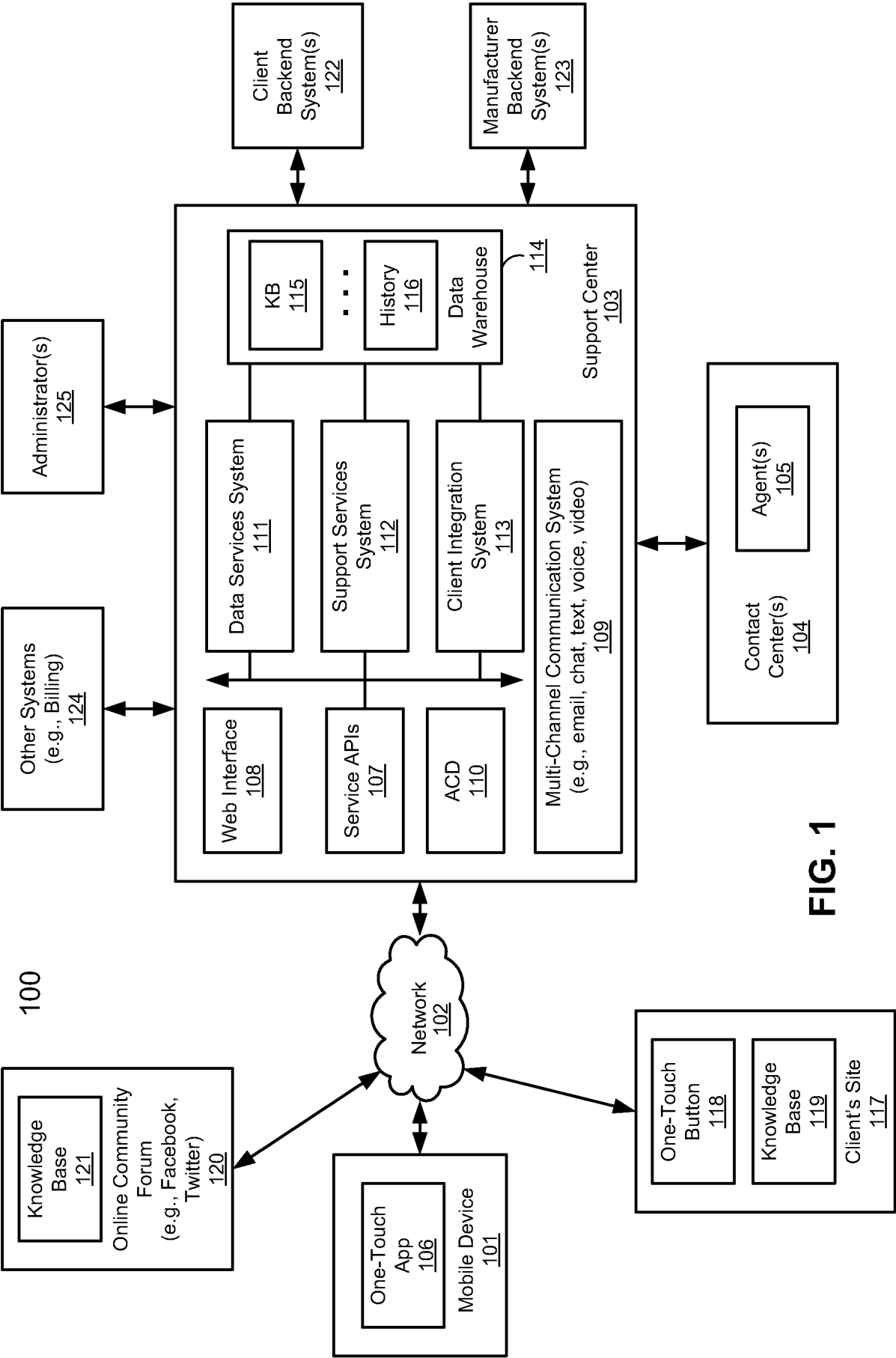


FIG. 1

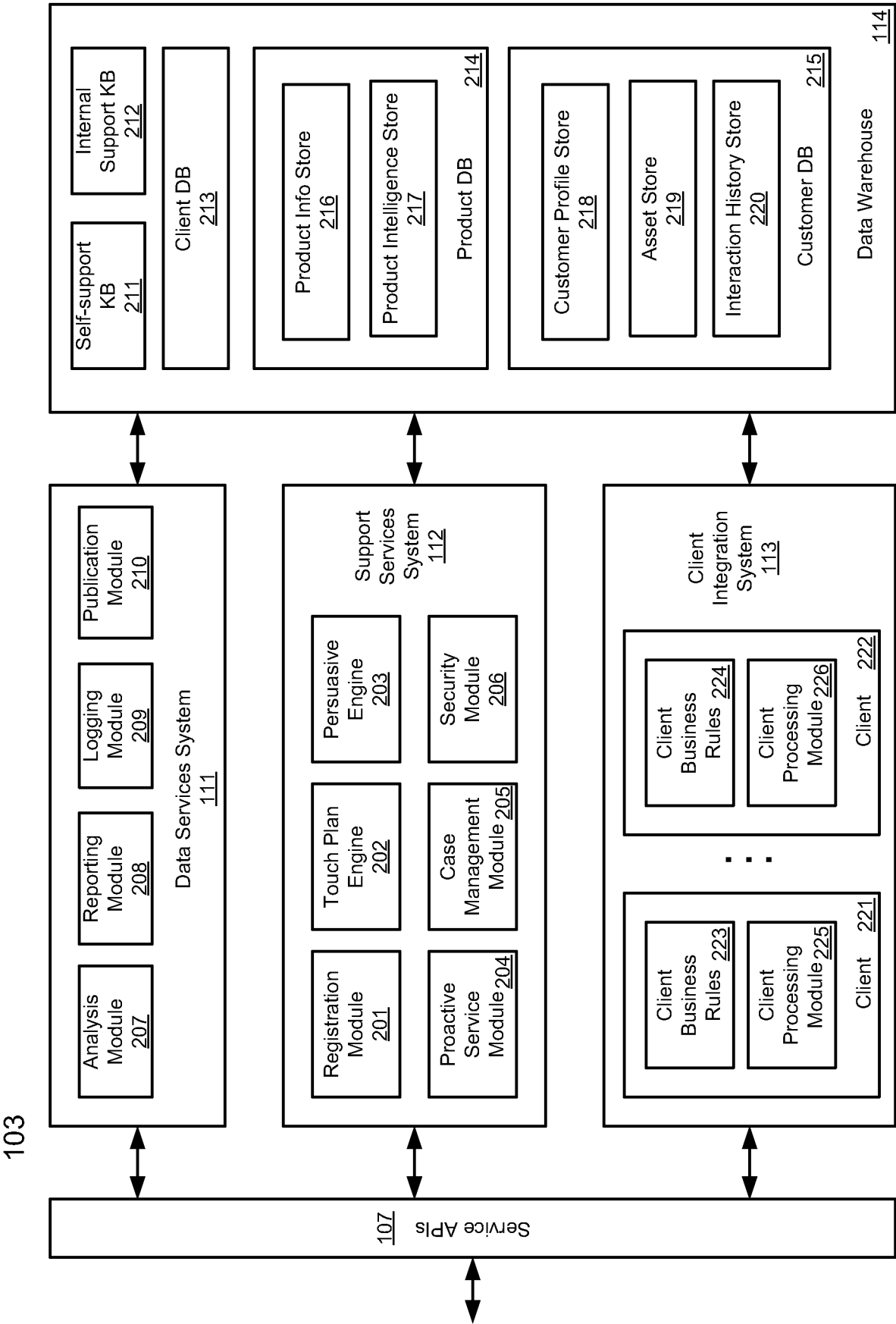


FIG. 2

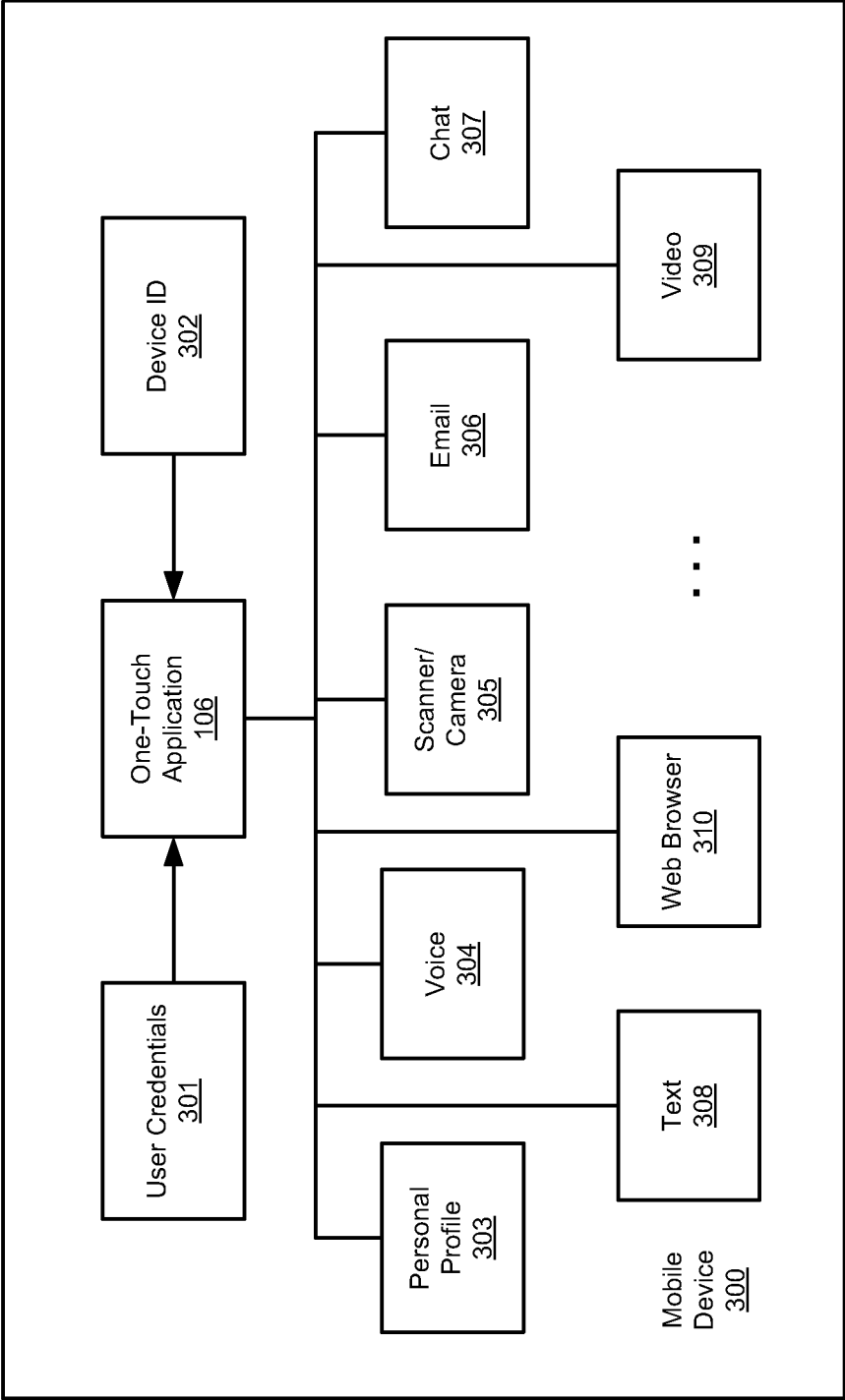


FIG. 3

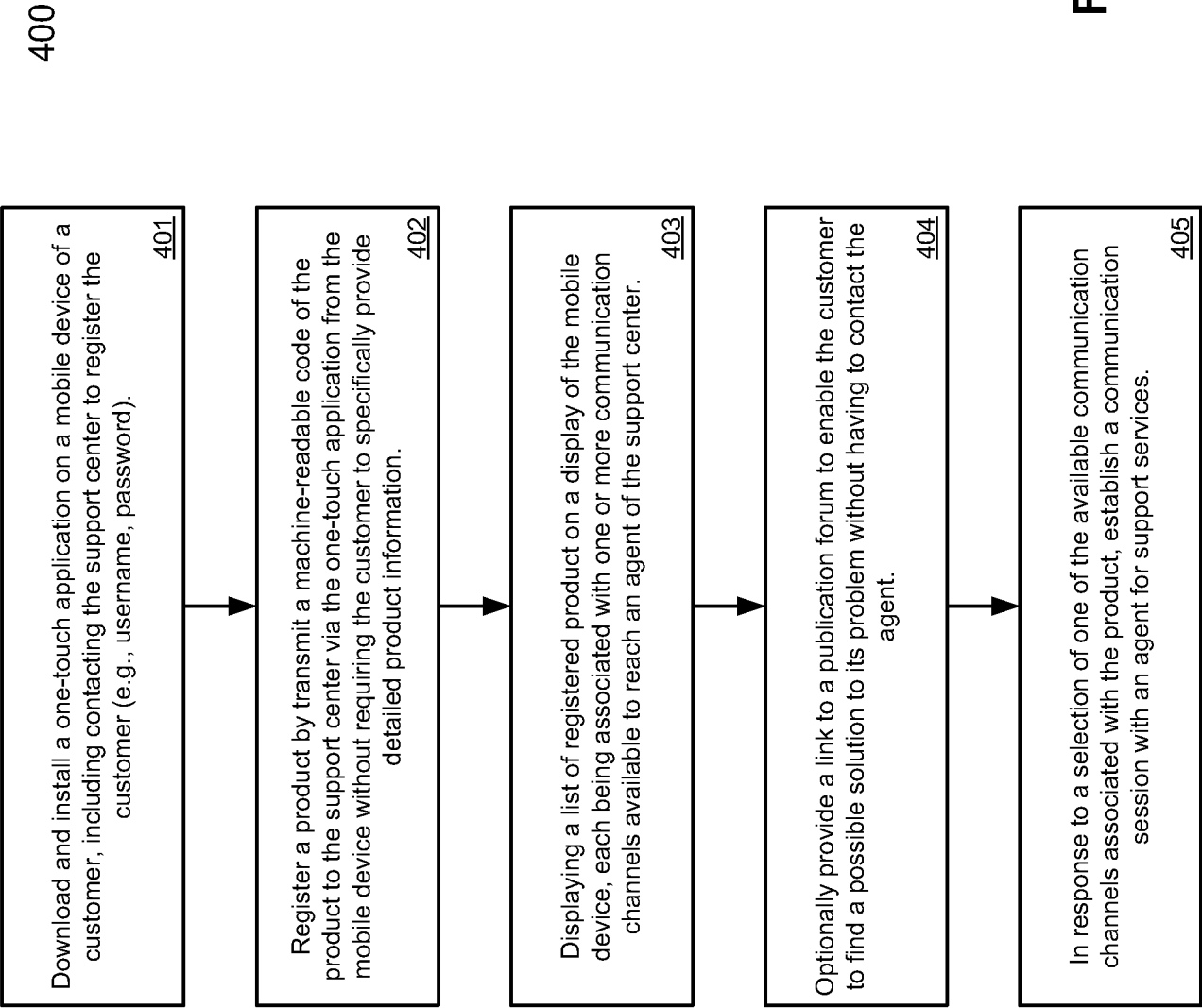


FIG. 4

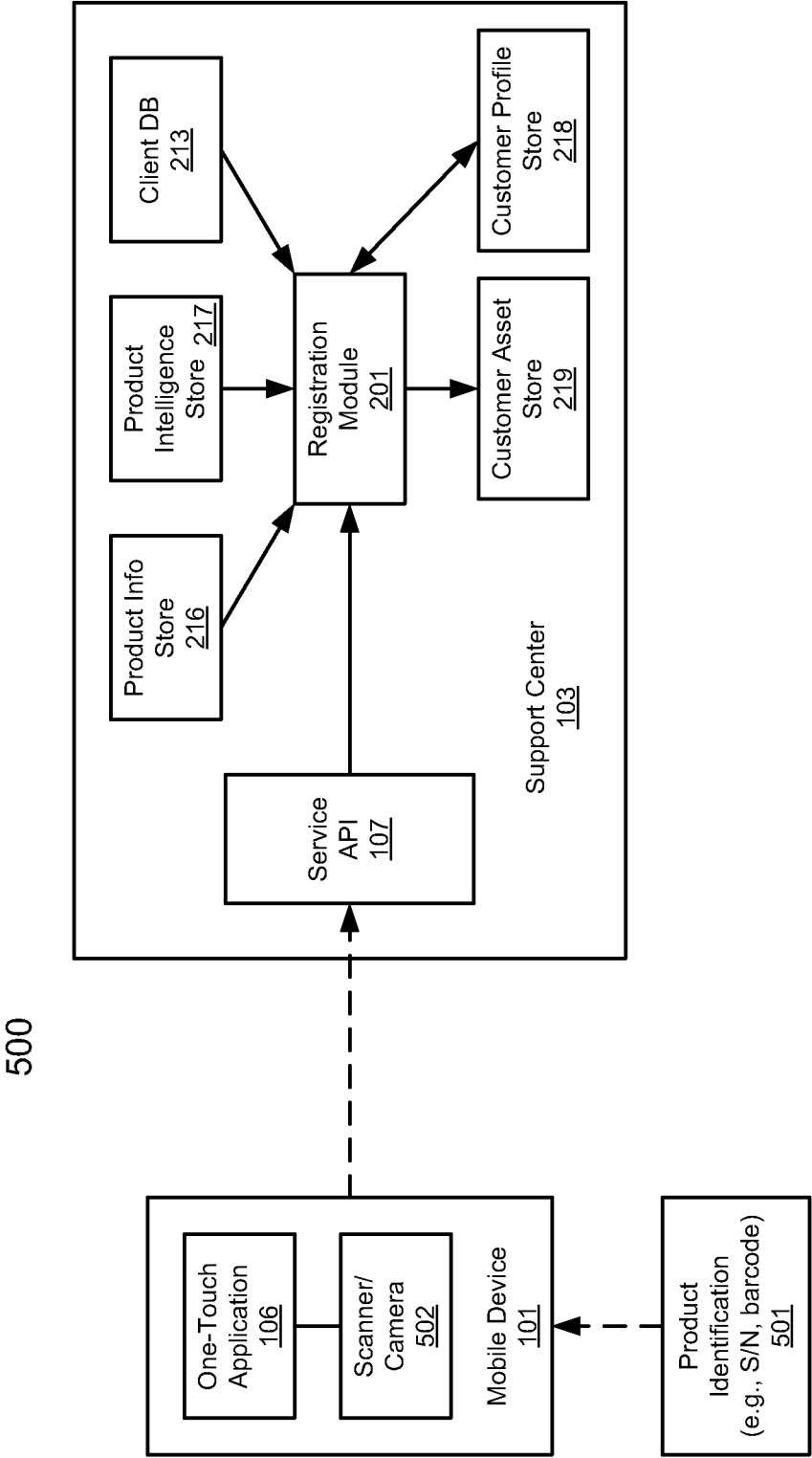


FIG. 5

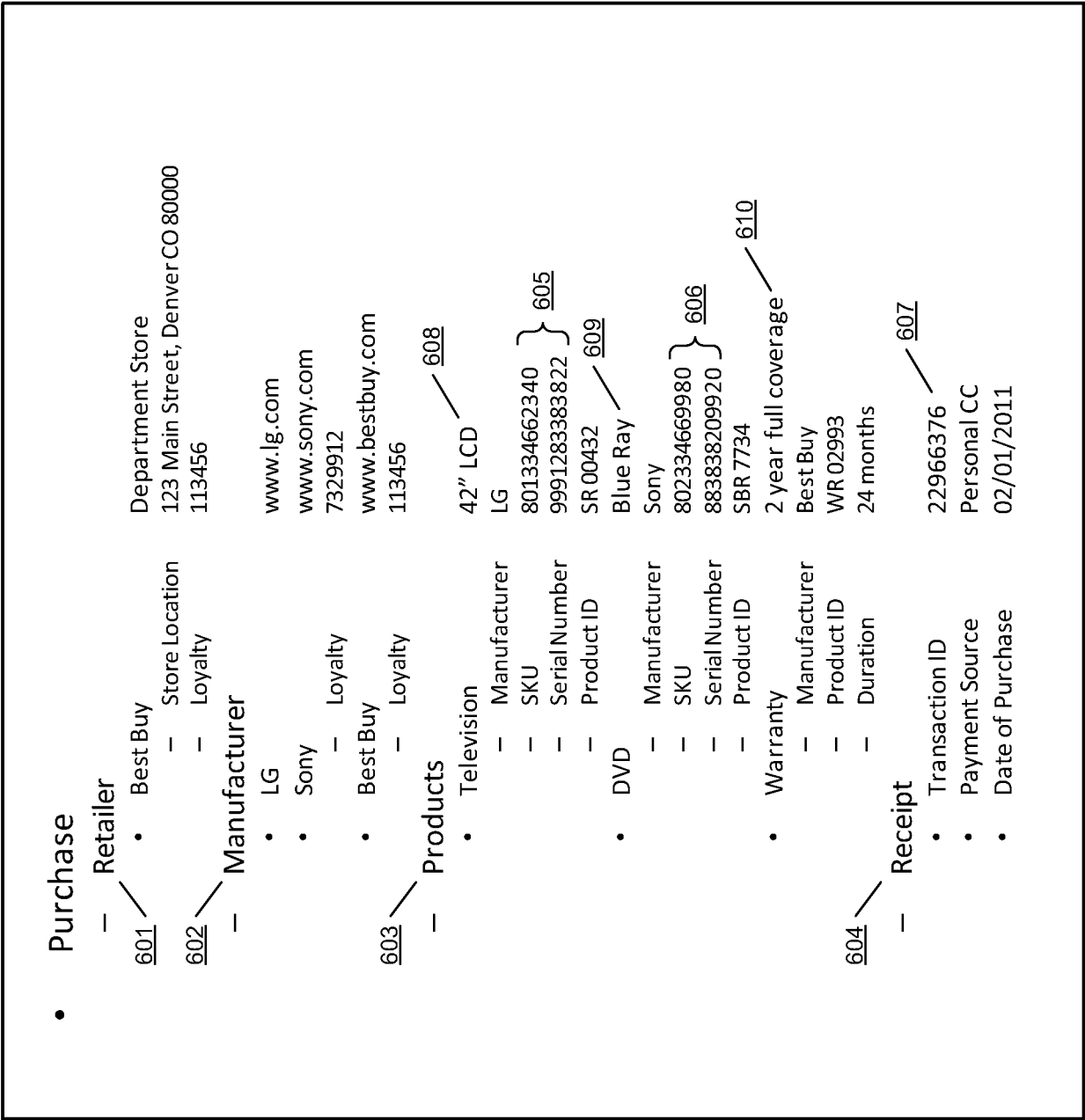


FIG. 6

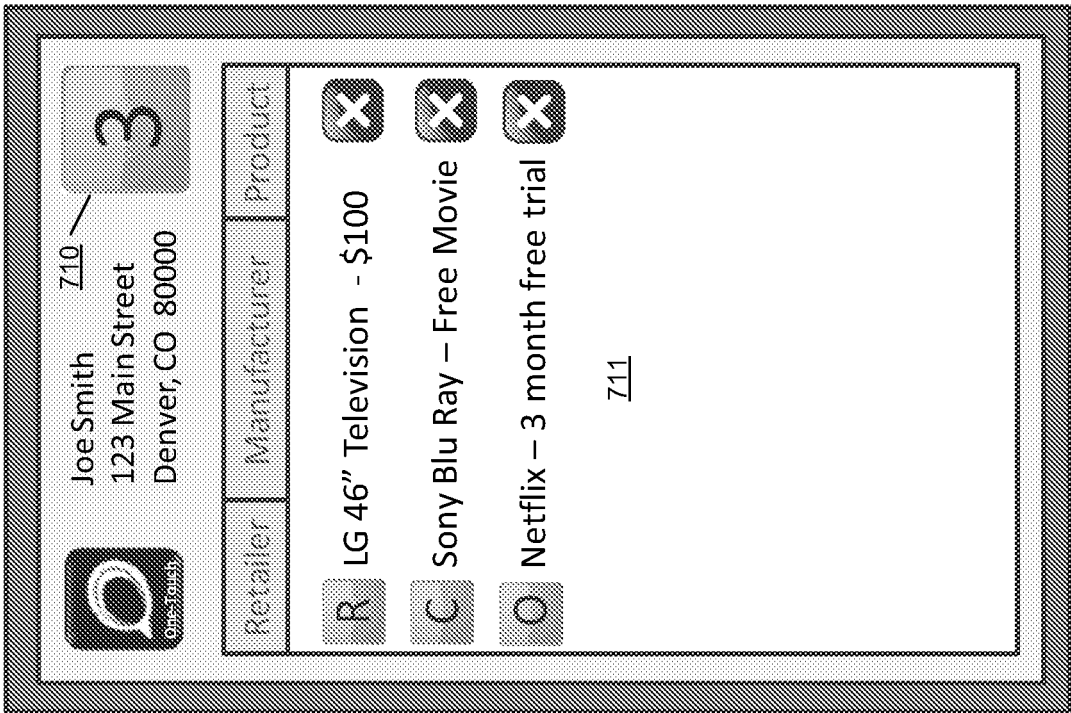


FIG. 7B

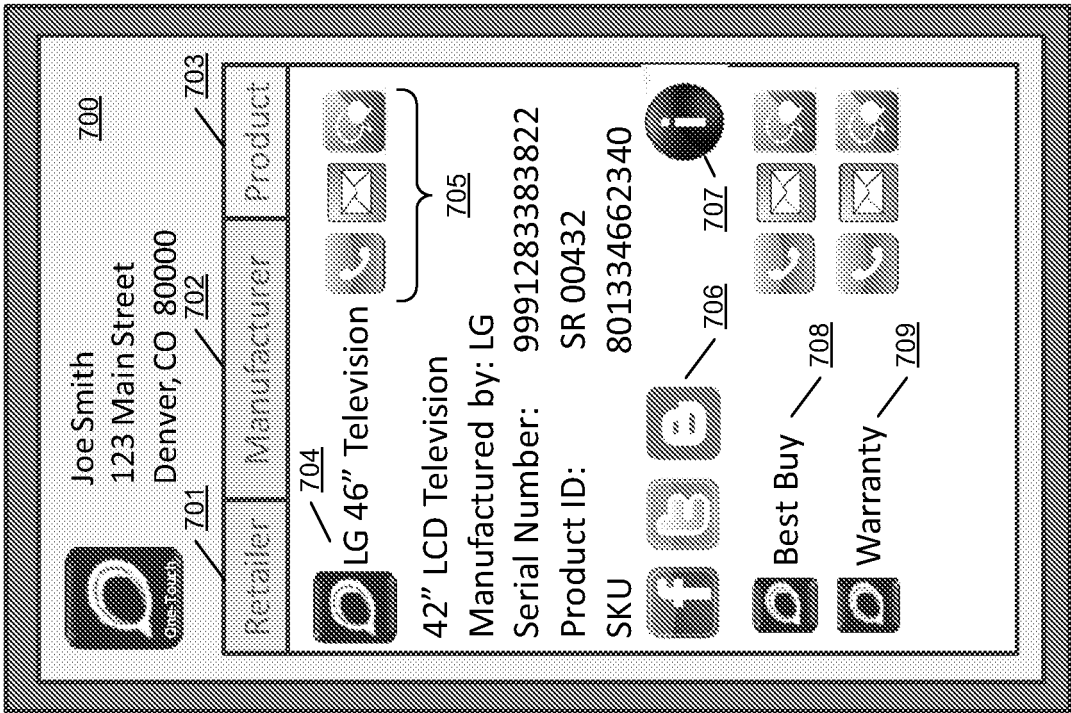


FIG. 7A

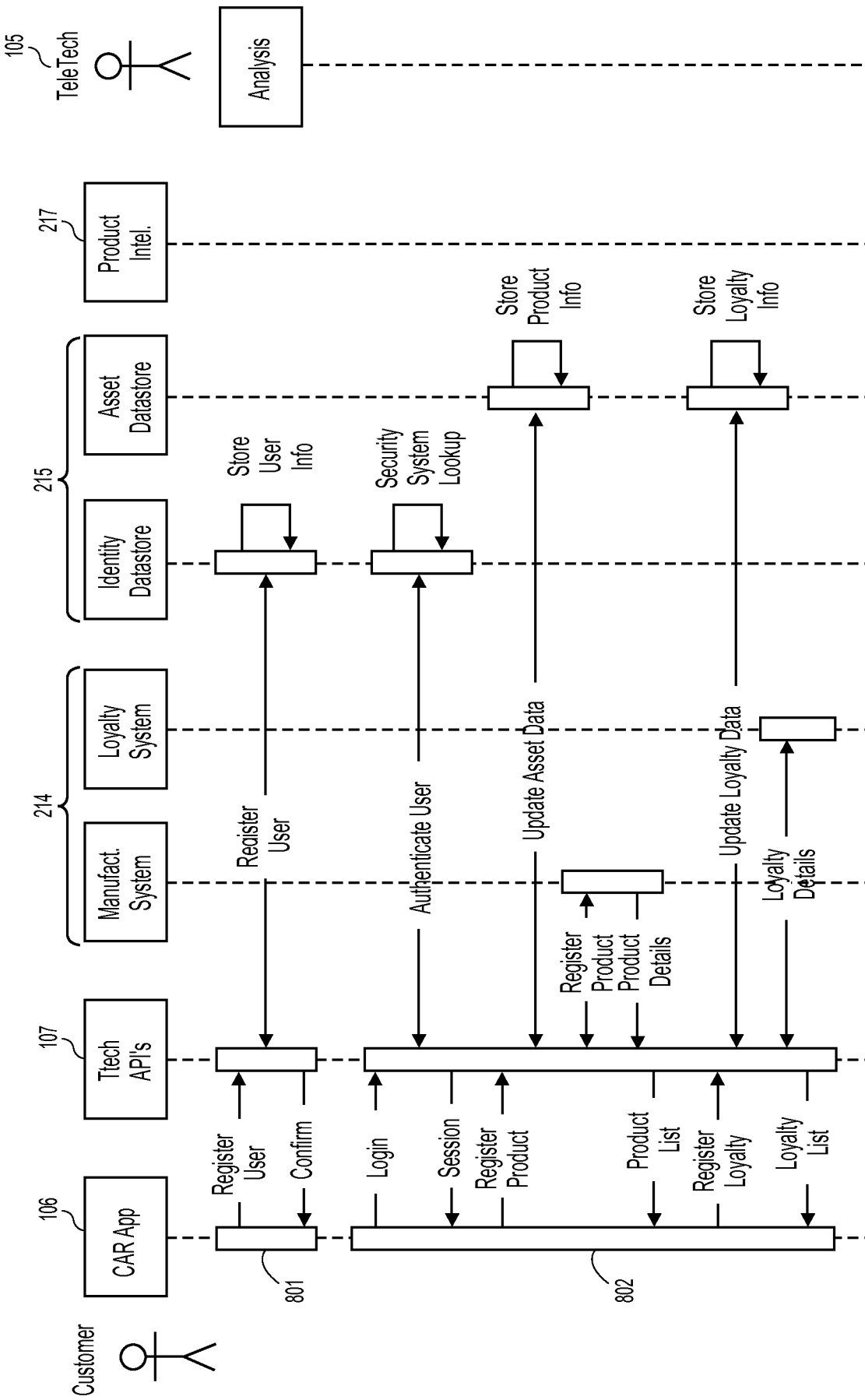


FIG. 8

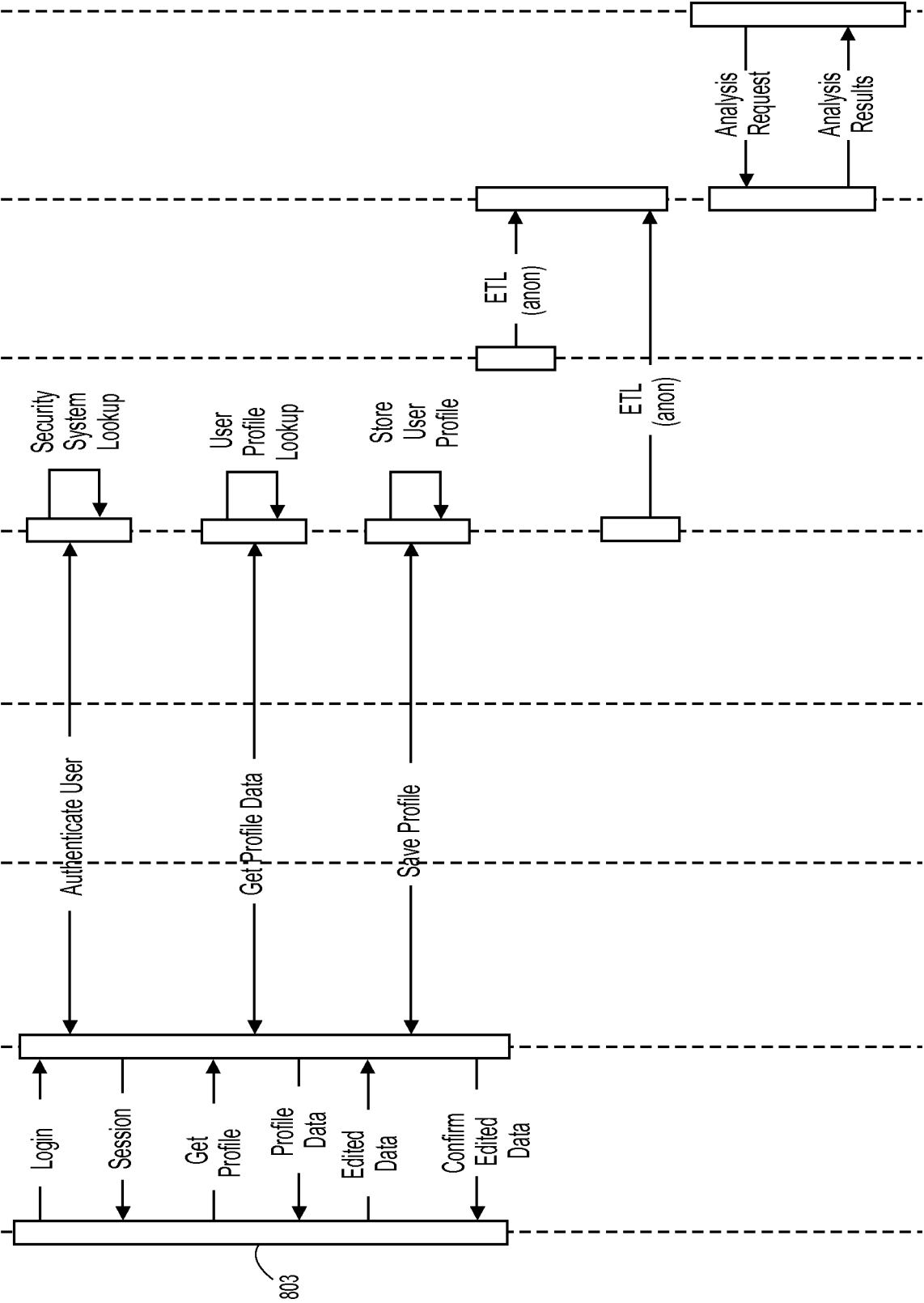


FIG. 8 (CONT.)

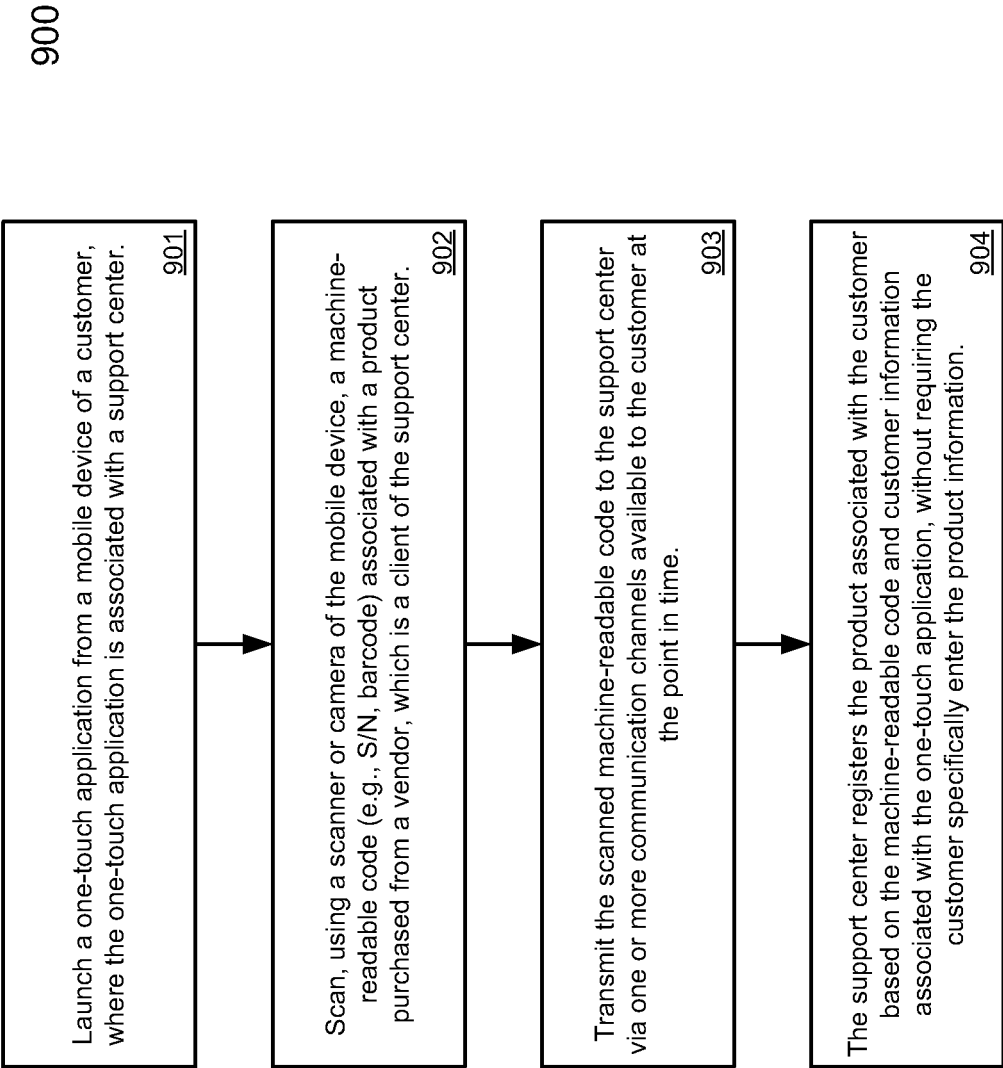


FIG. 9

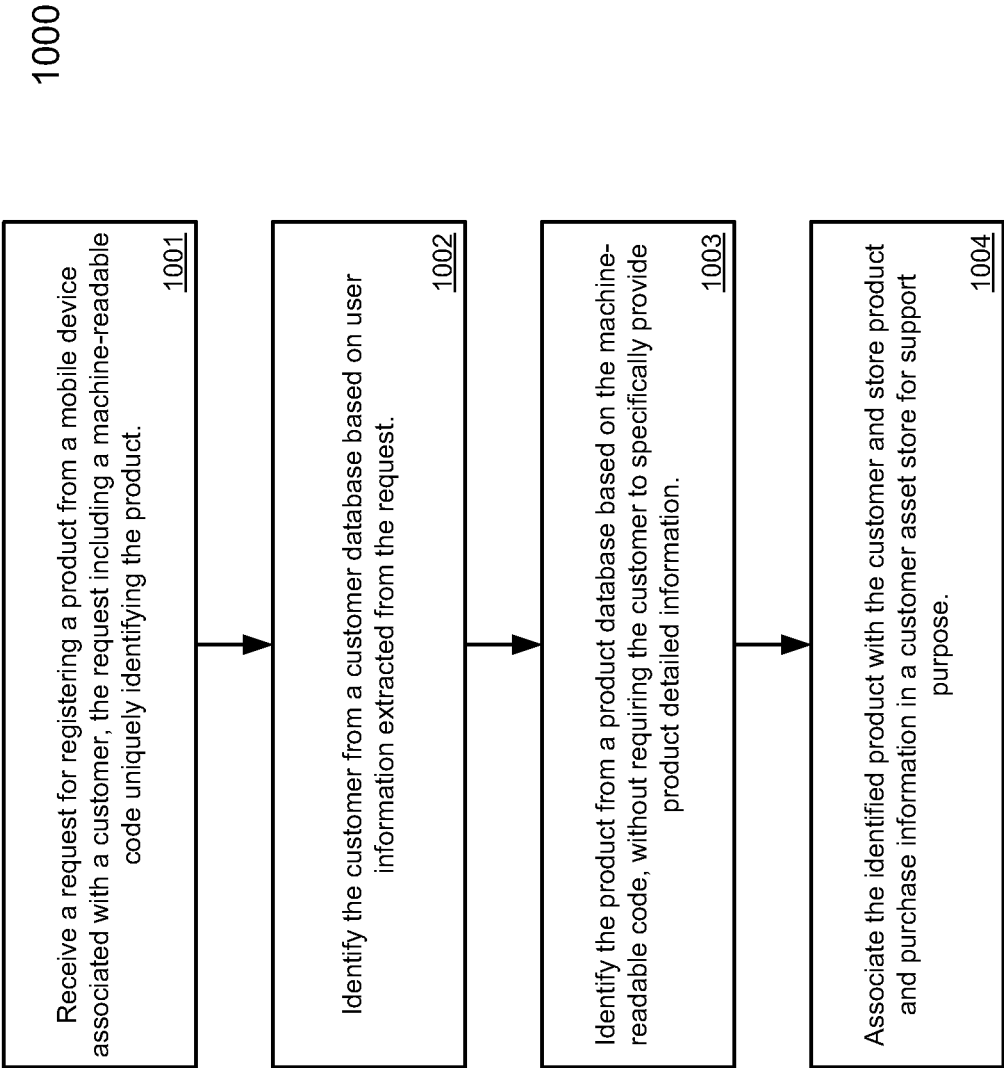


FIG. 10

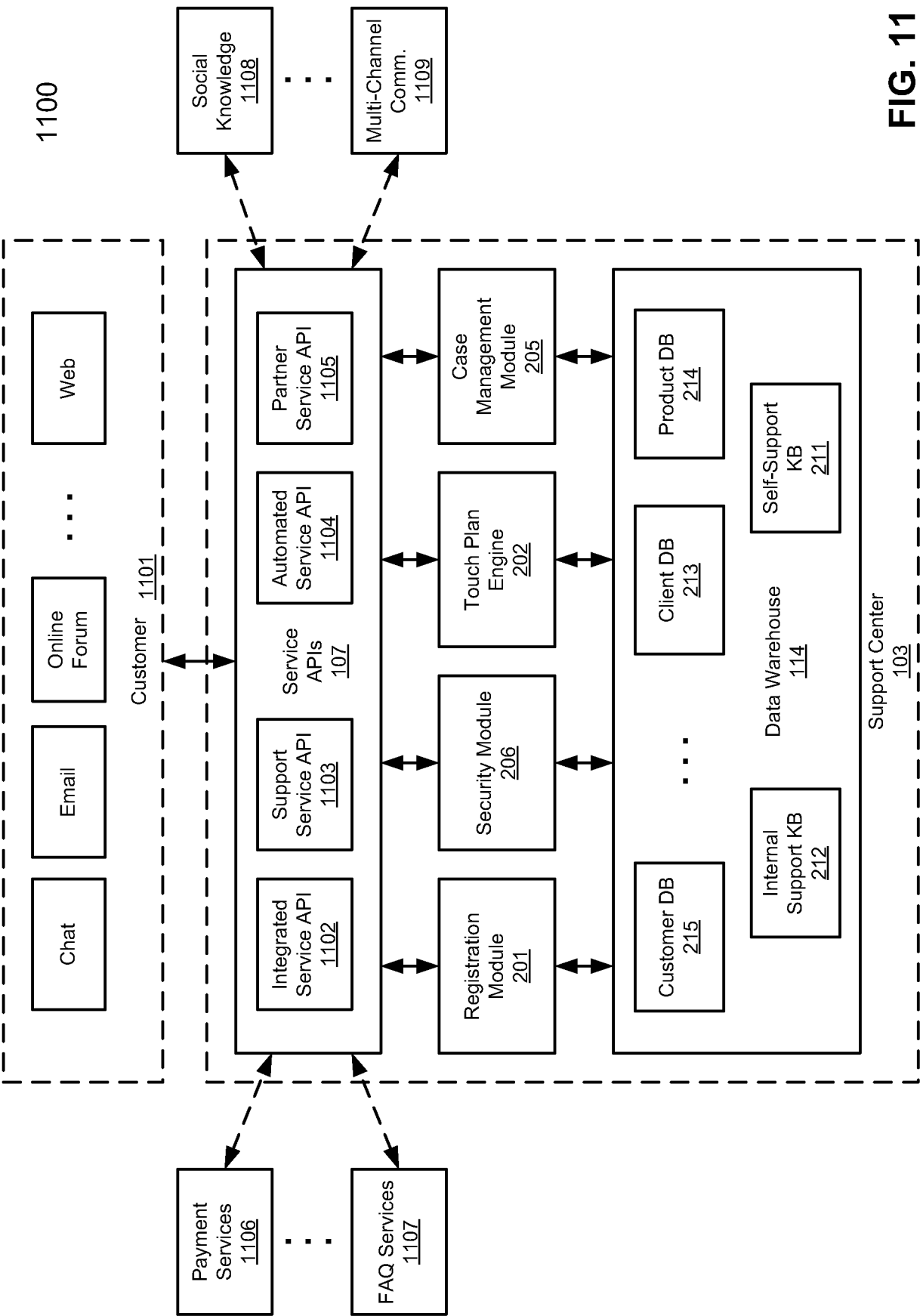


FIG. 11

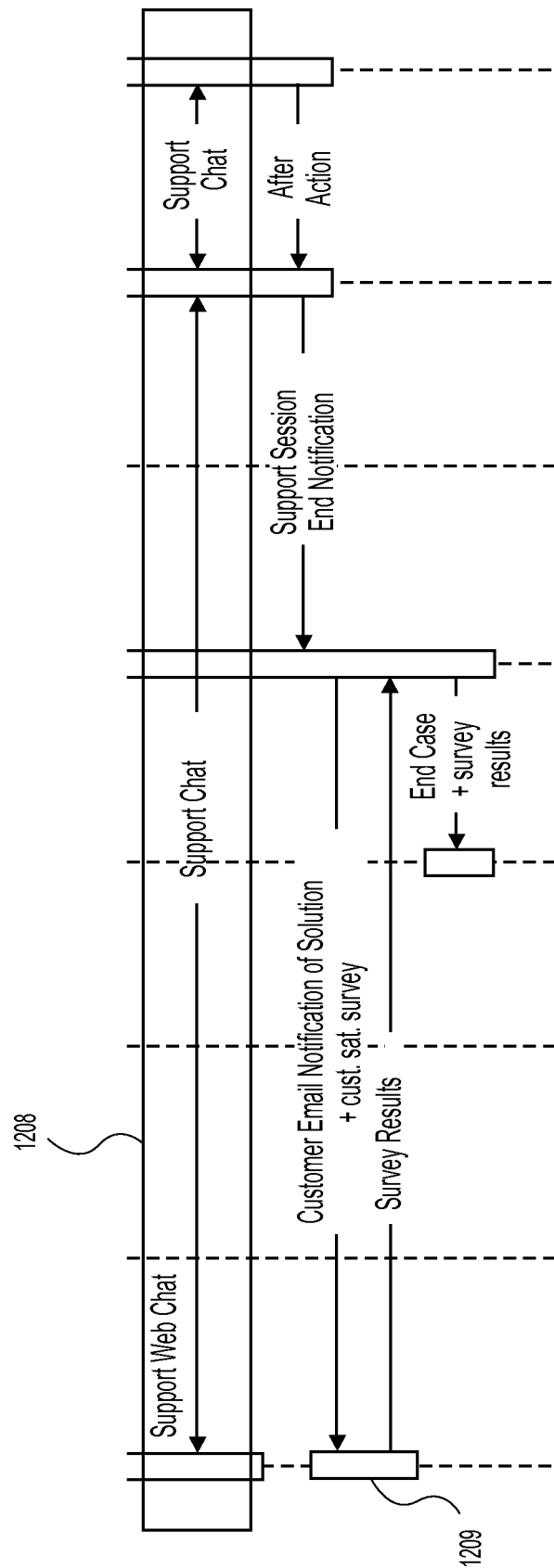


FIG. 12 (CONT.)

1300

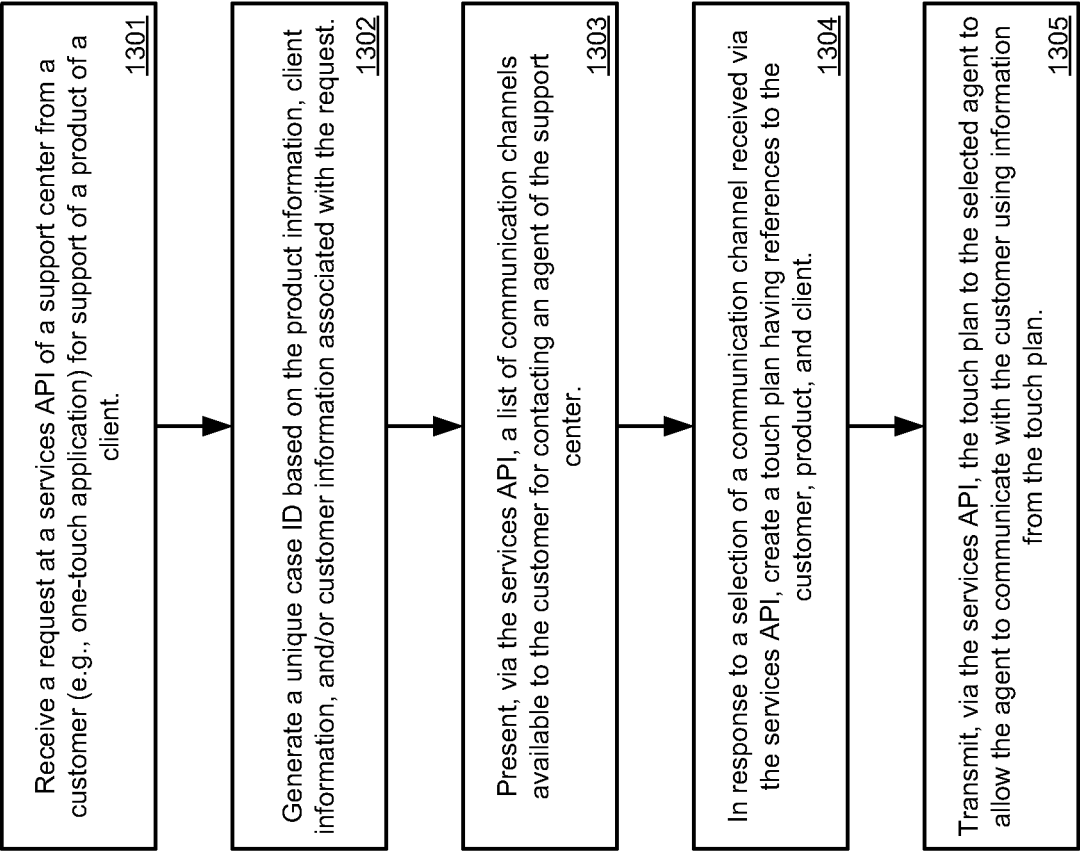


FIG. 13

1400

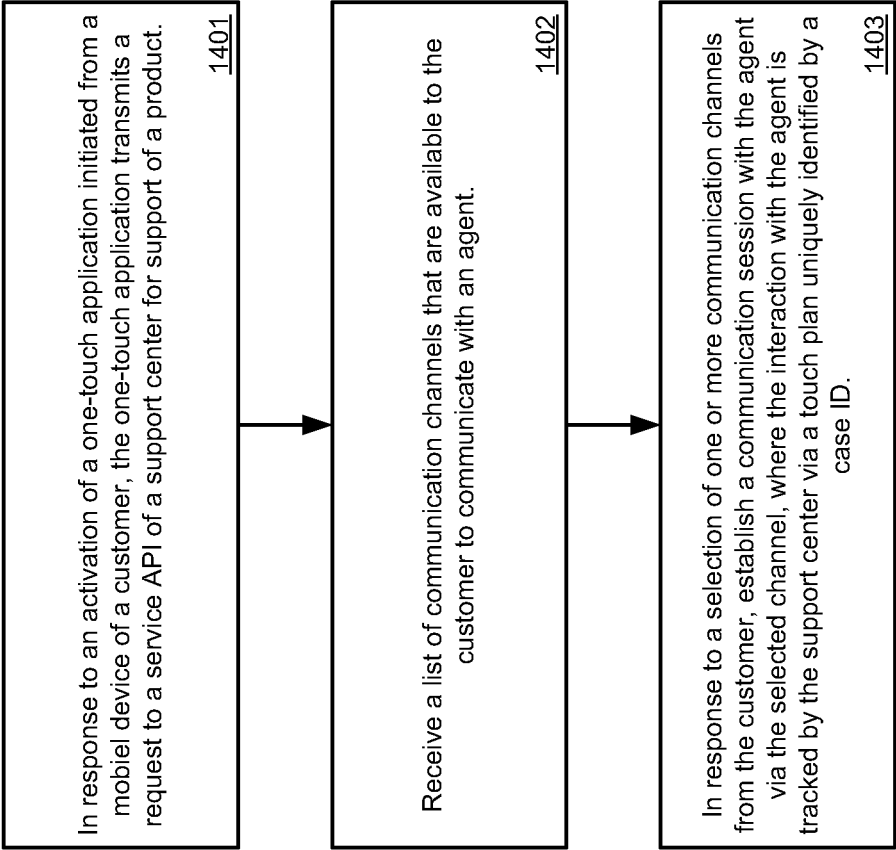


FIG. 14

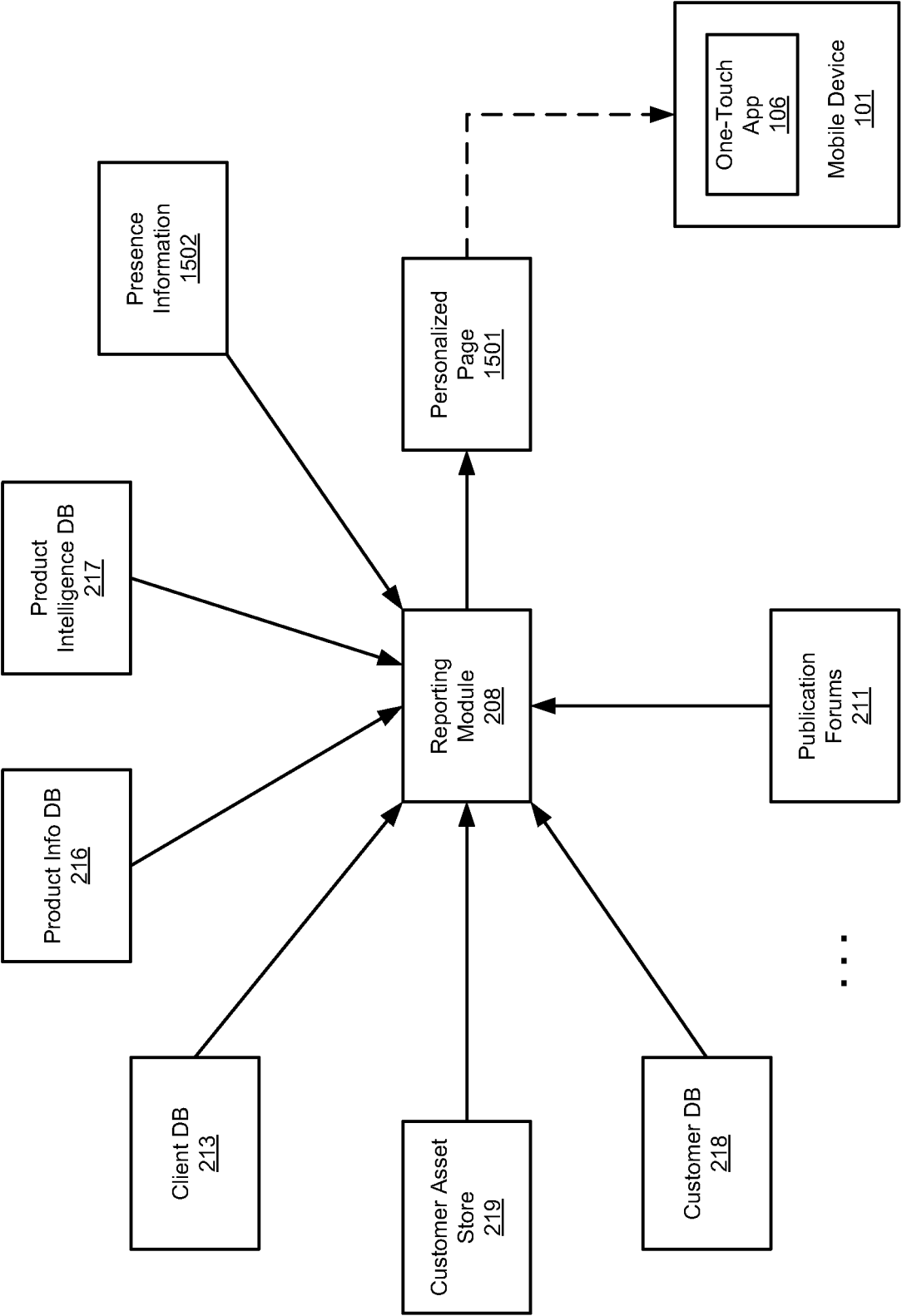


FIG. 15

1600

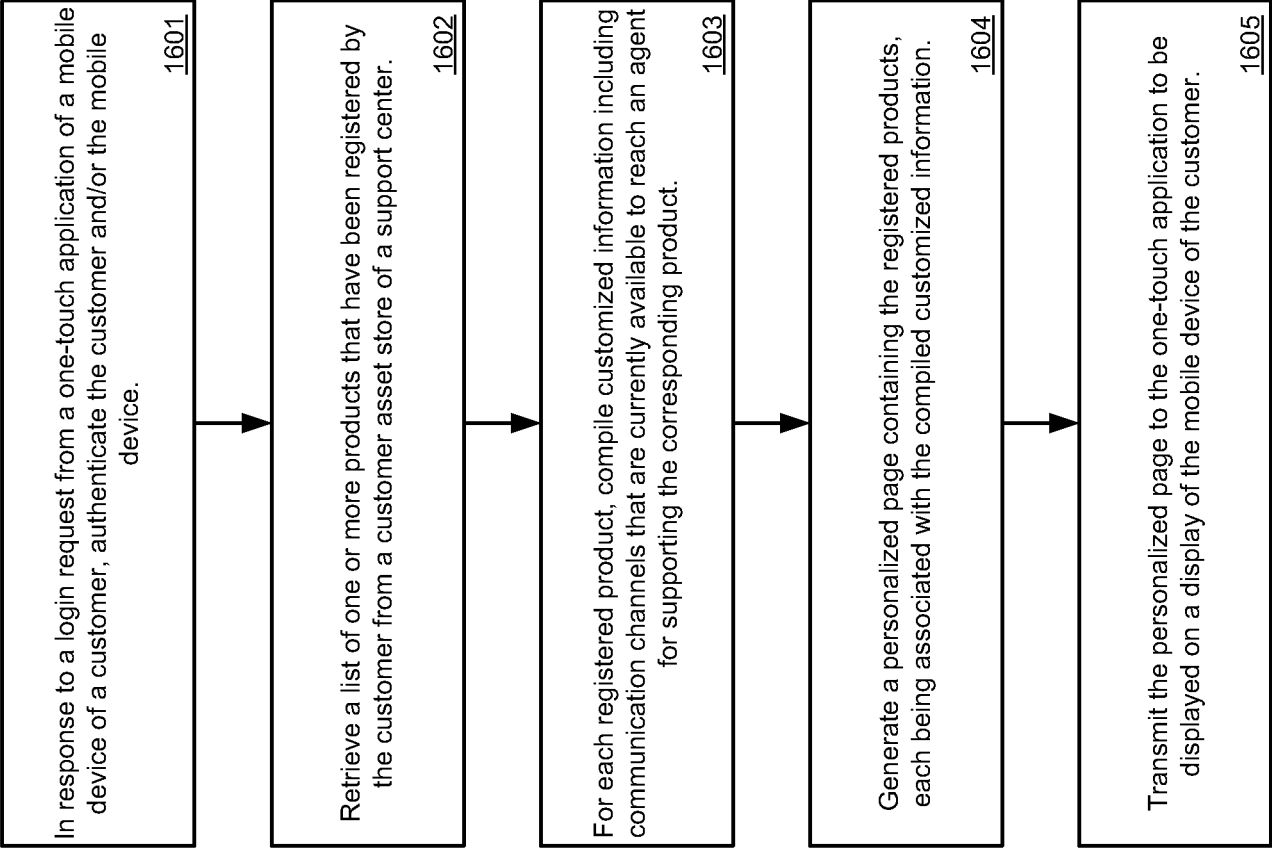


FIG. 16

Channels Entities	Voice	Email	Chat	...	Web
Client Preference	No	Yes	No	...	Yes
Customer Preference	Yes	Yes	Yes	...	Yes

FIG. 17

1800

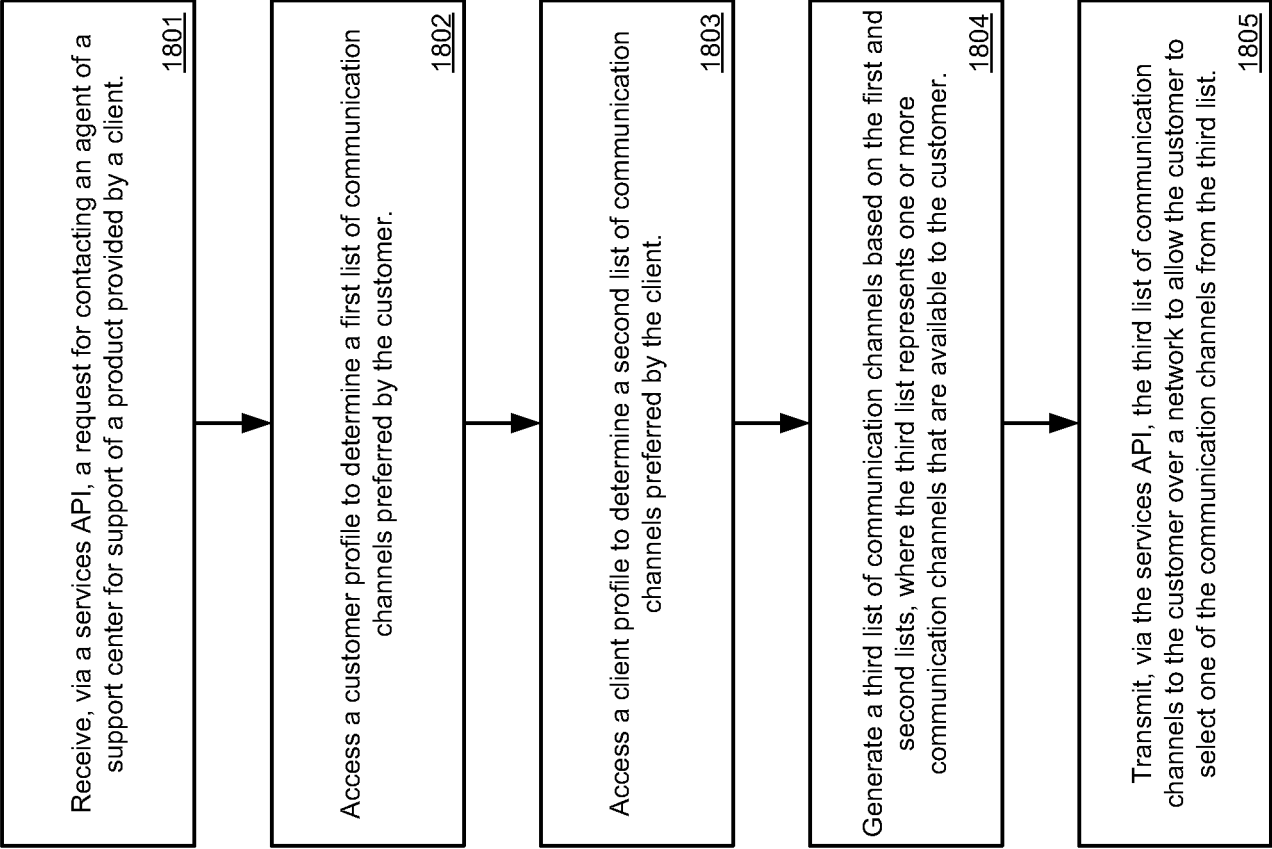


FIG. 18

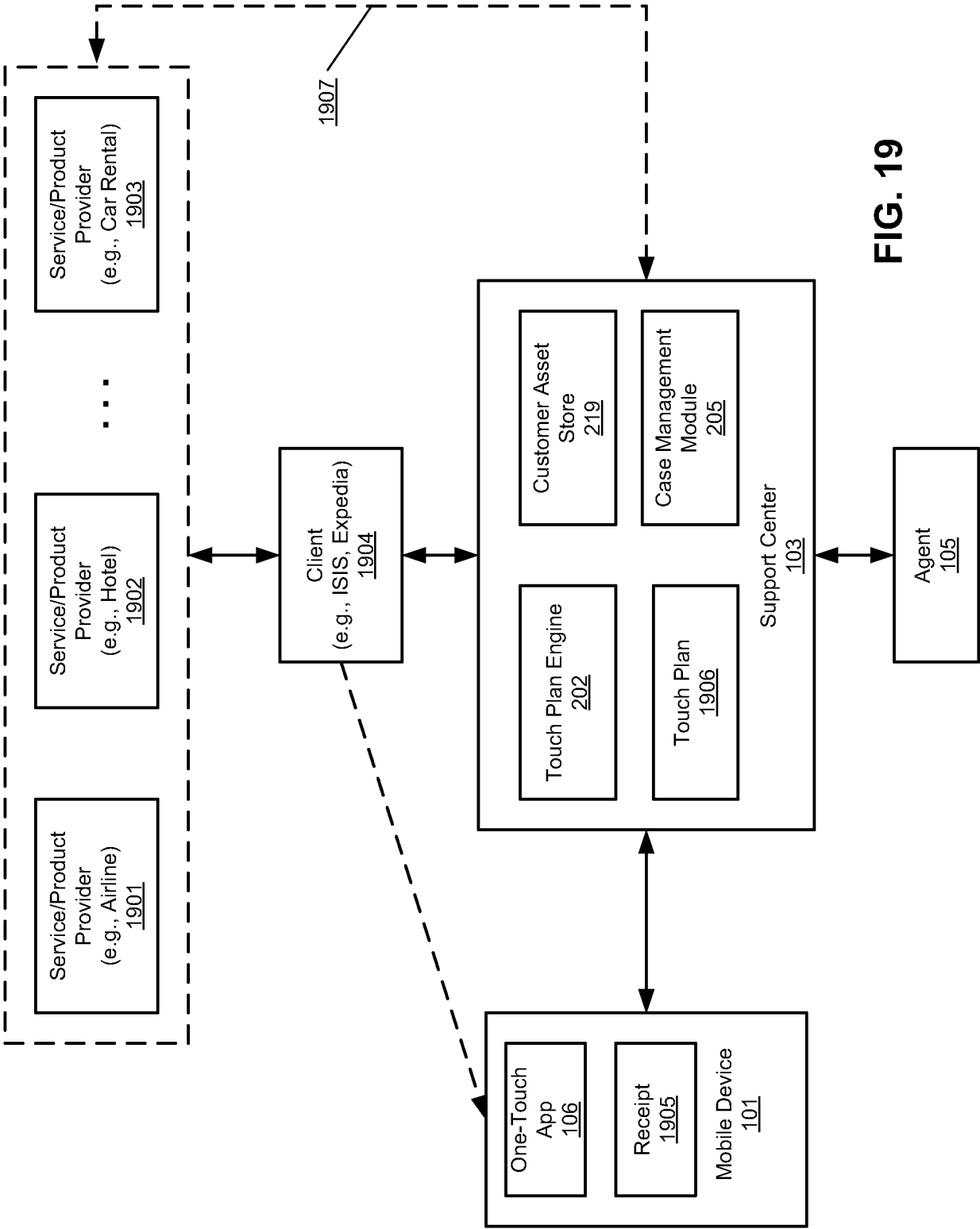


FIG. 19

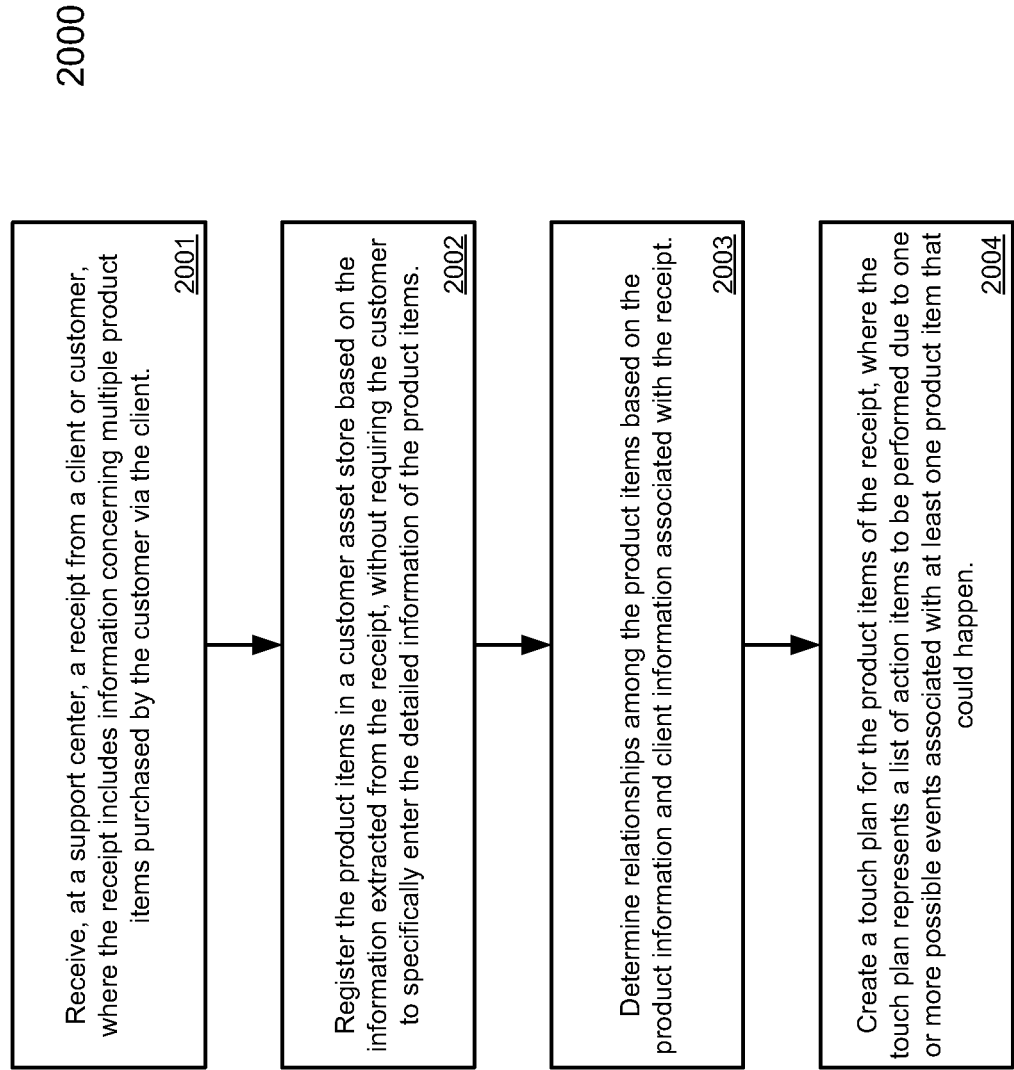


FIG. 20

2100

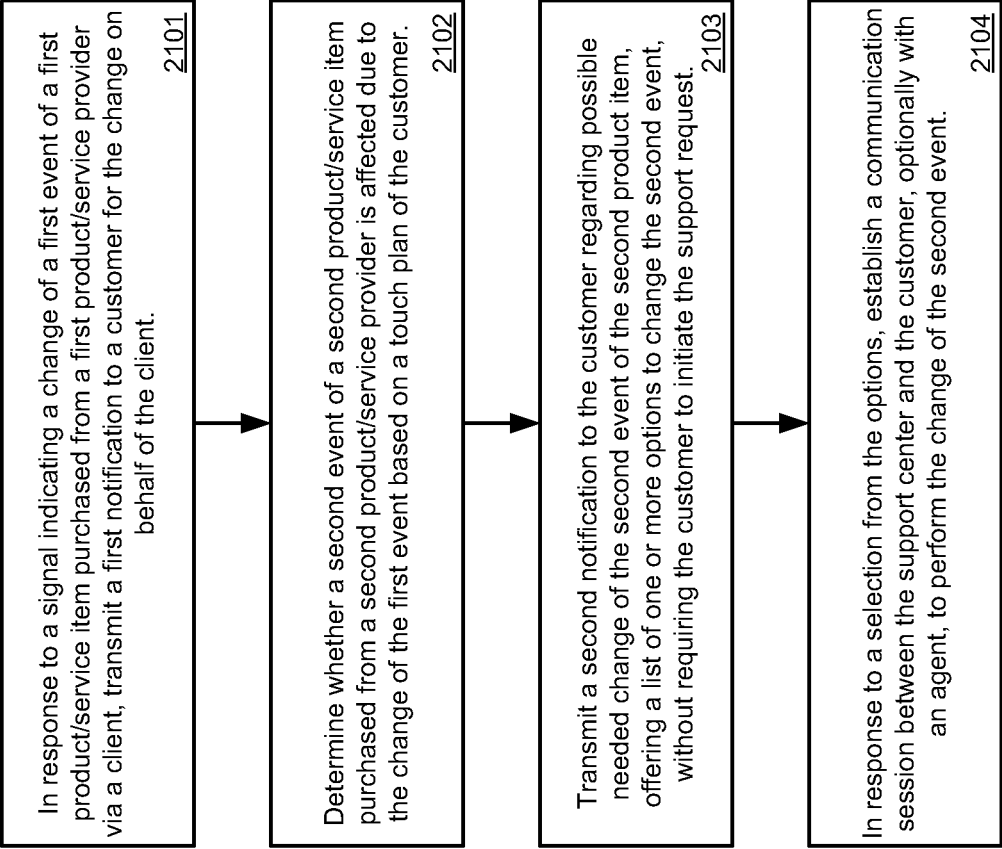


FIG. 21

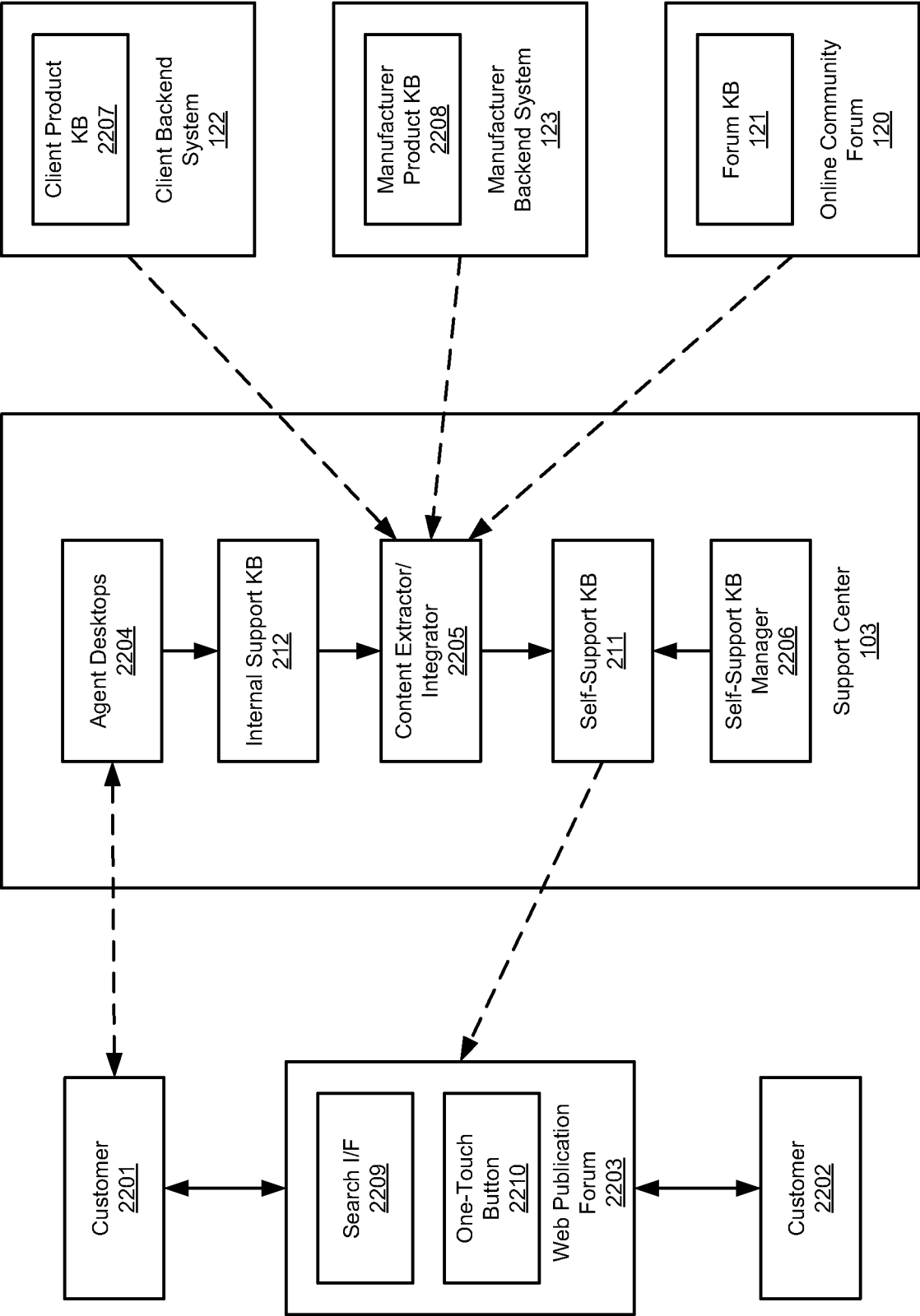


FIG. 22

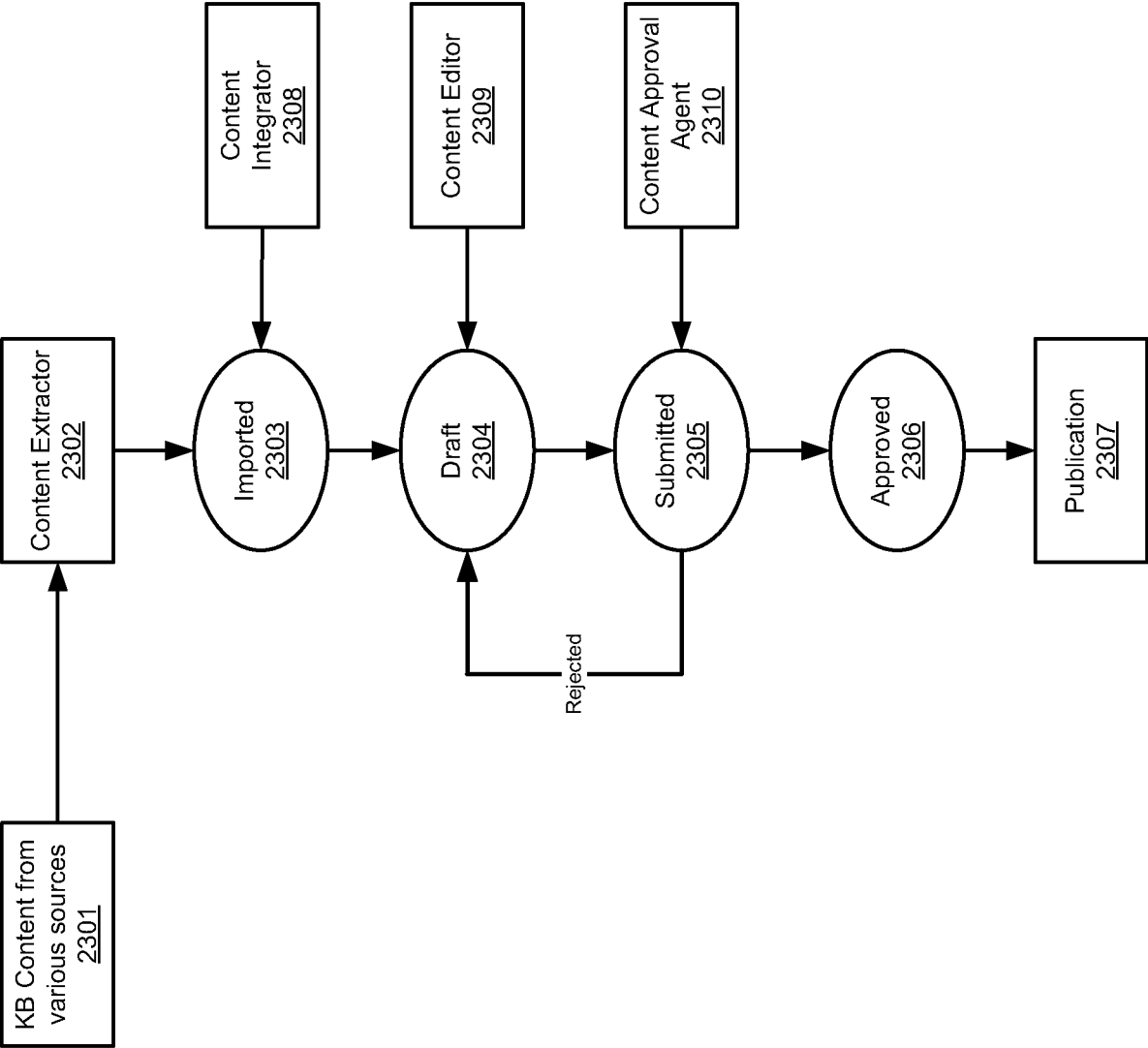


FIG. 23

2400

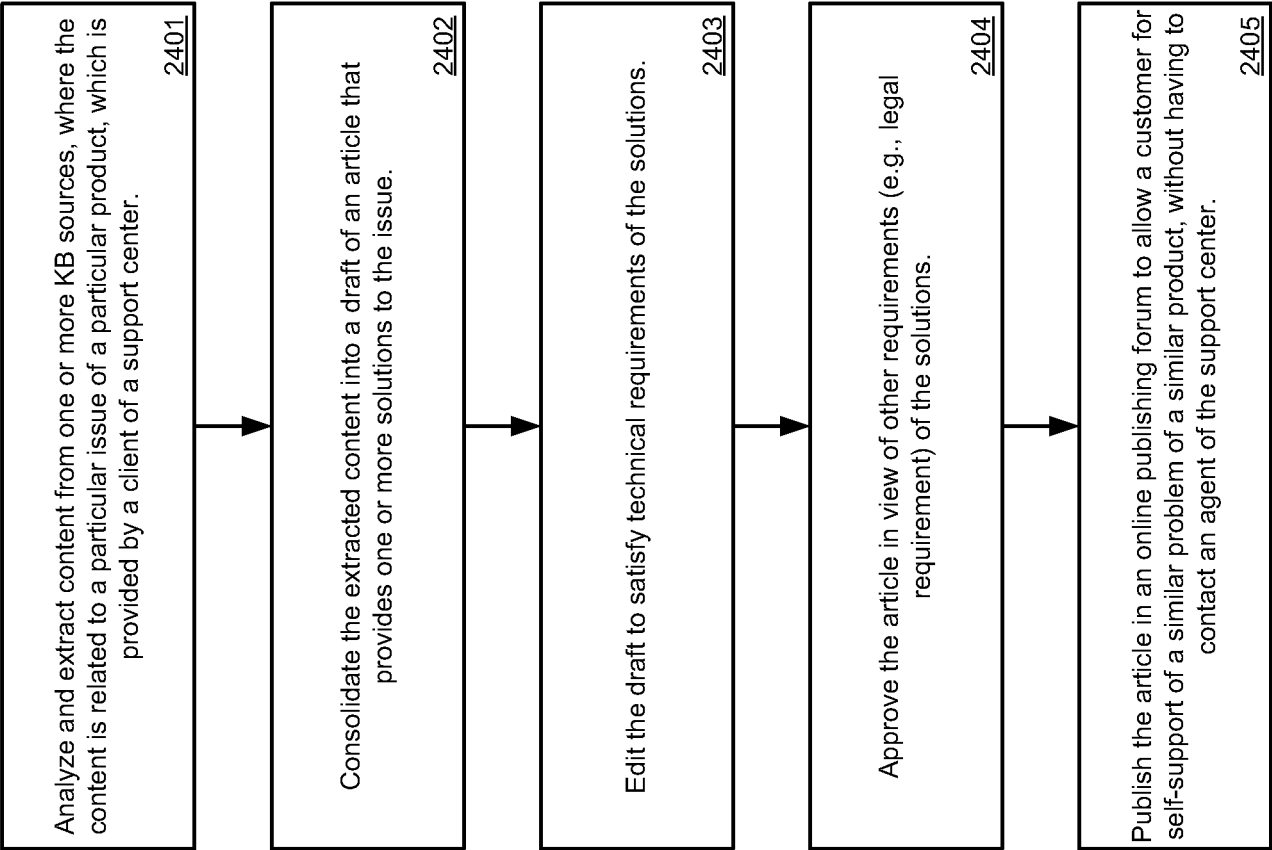
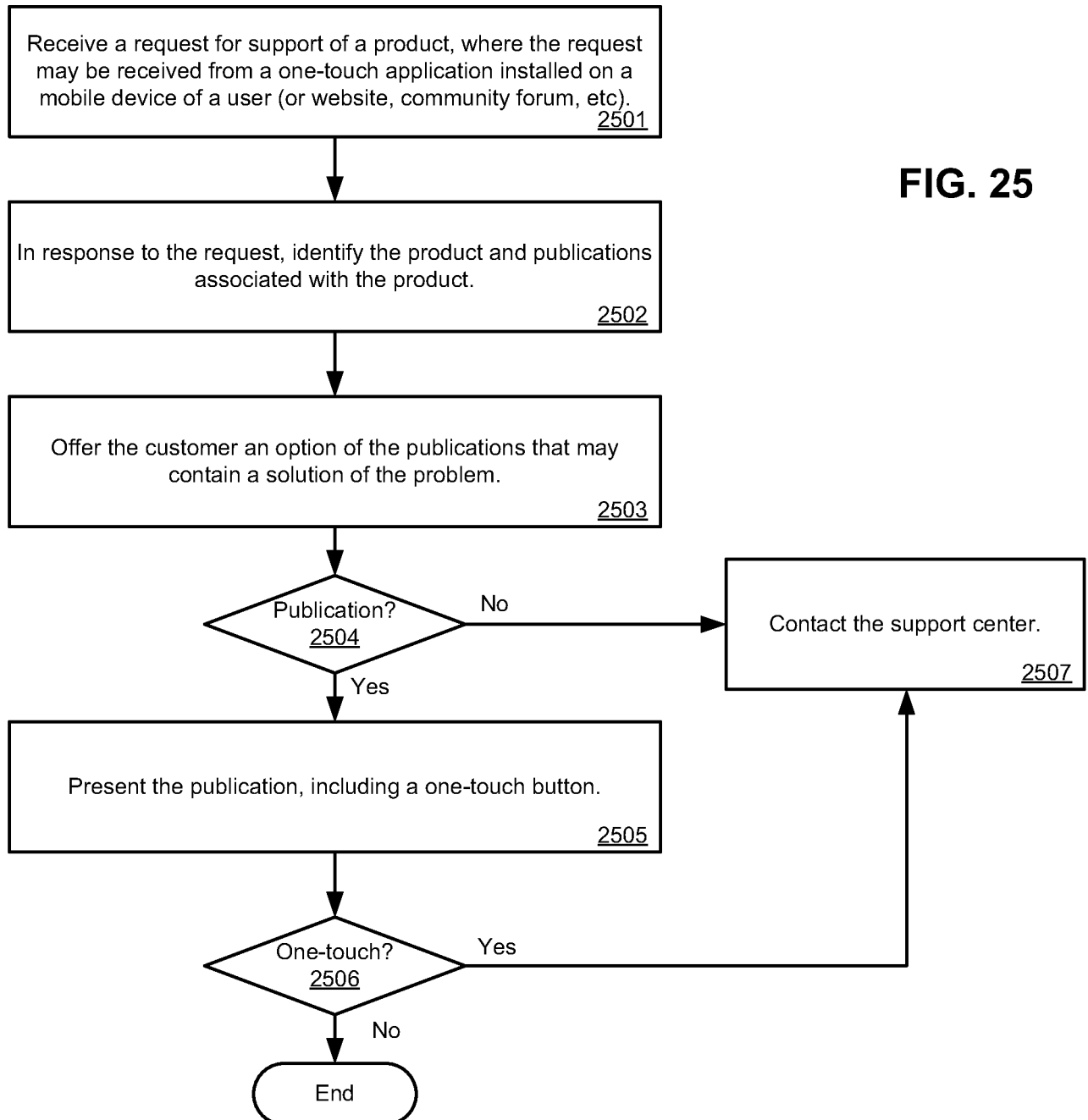


FIG. 24

27/45



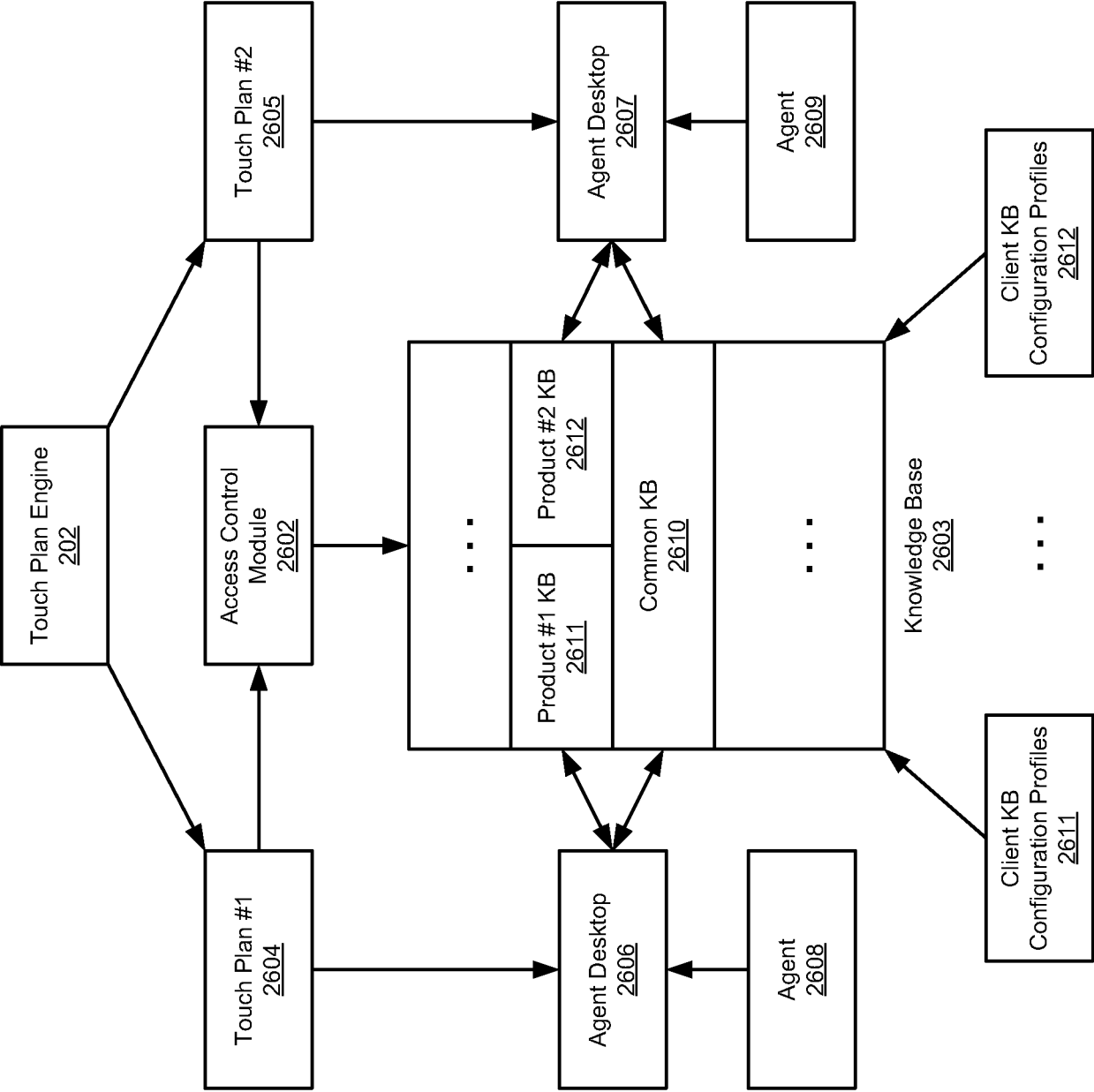


FIG. 26

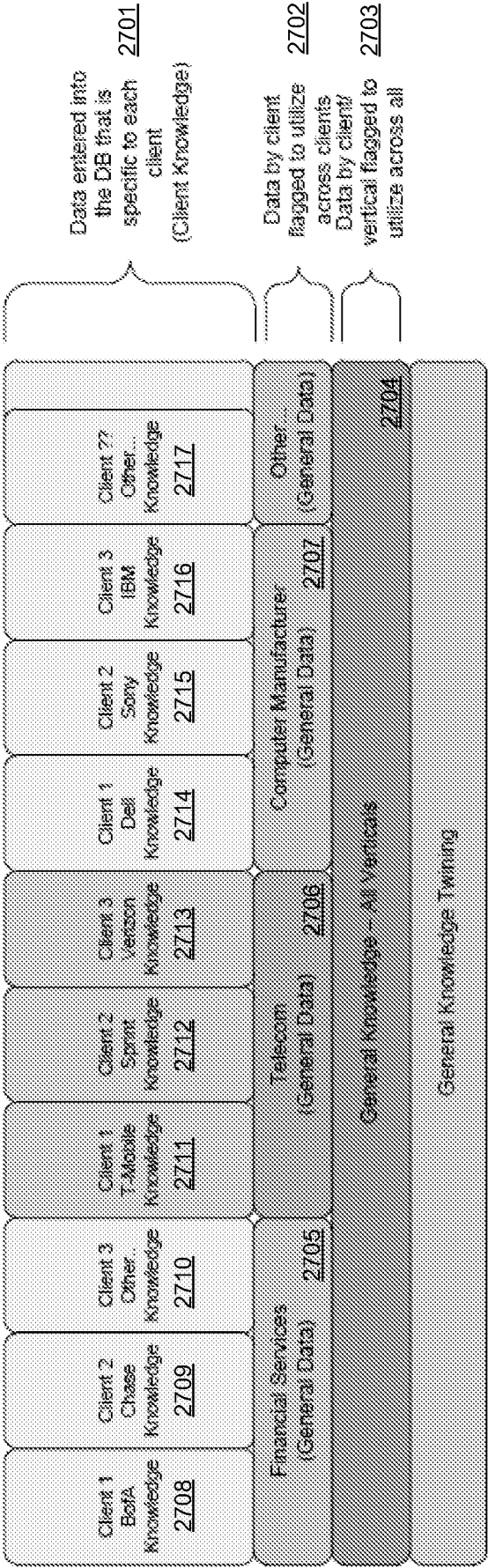


FIG. 27

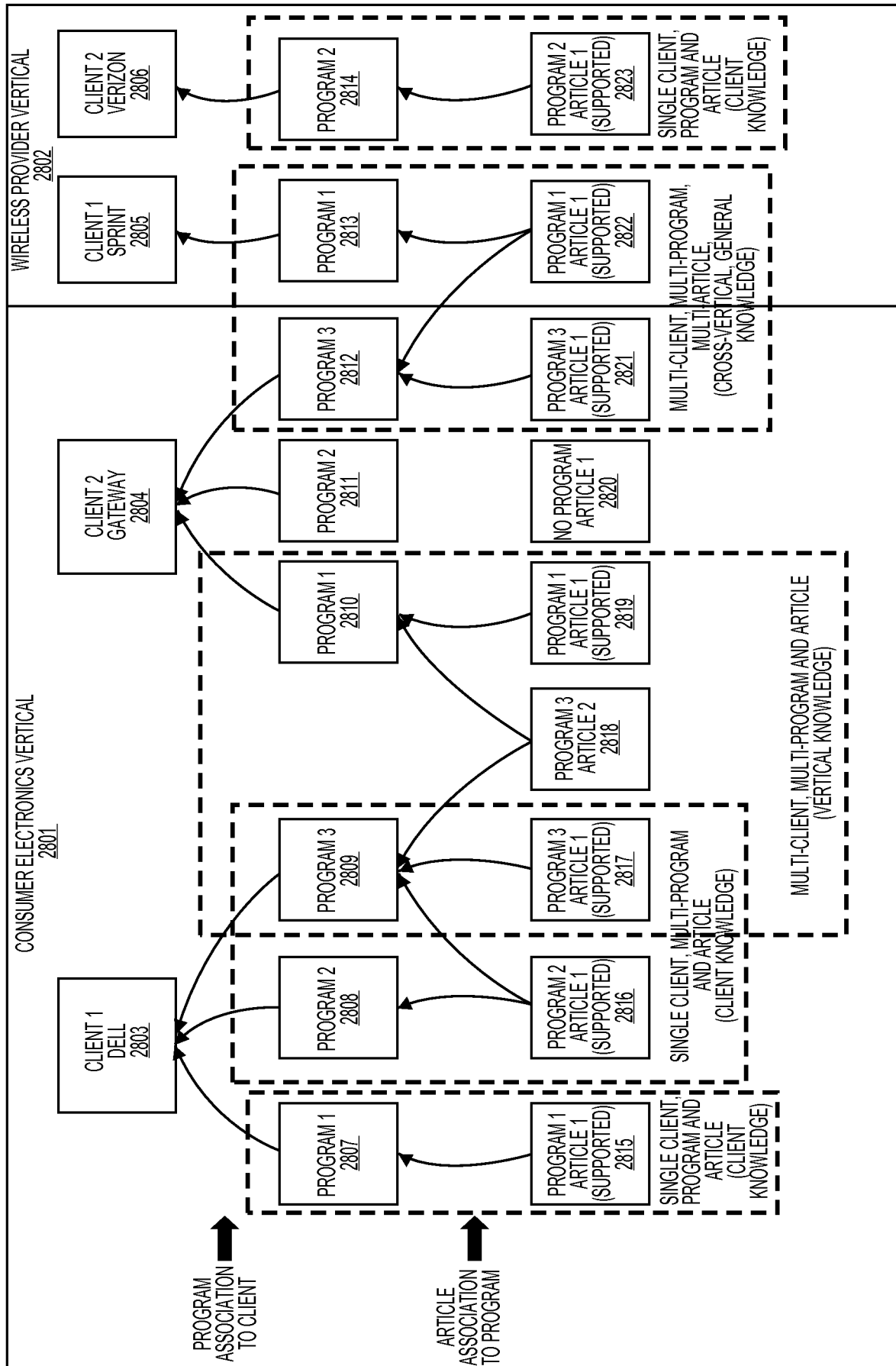


FIG. 28

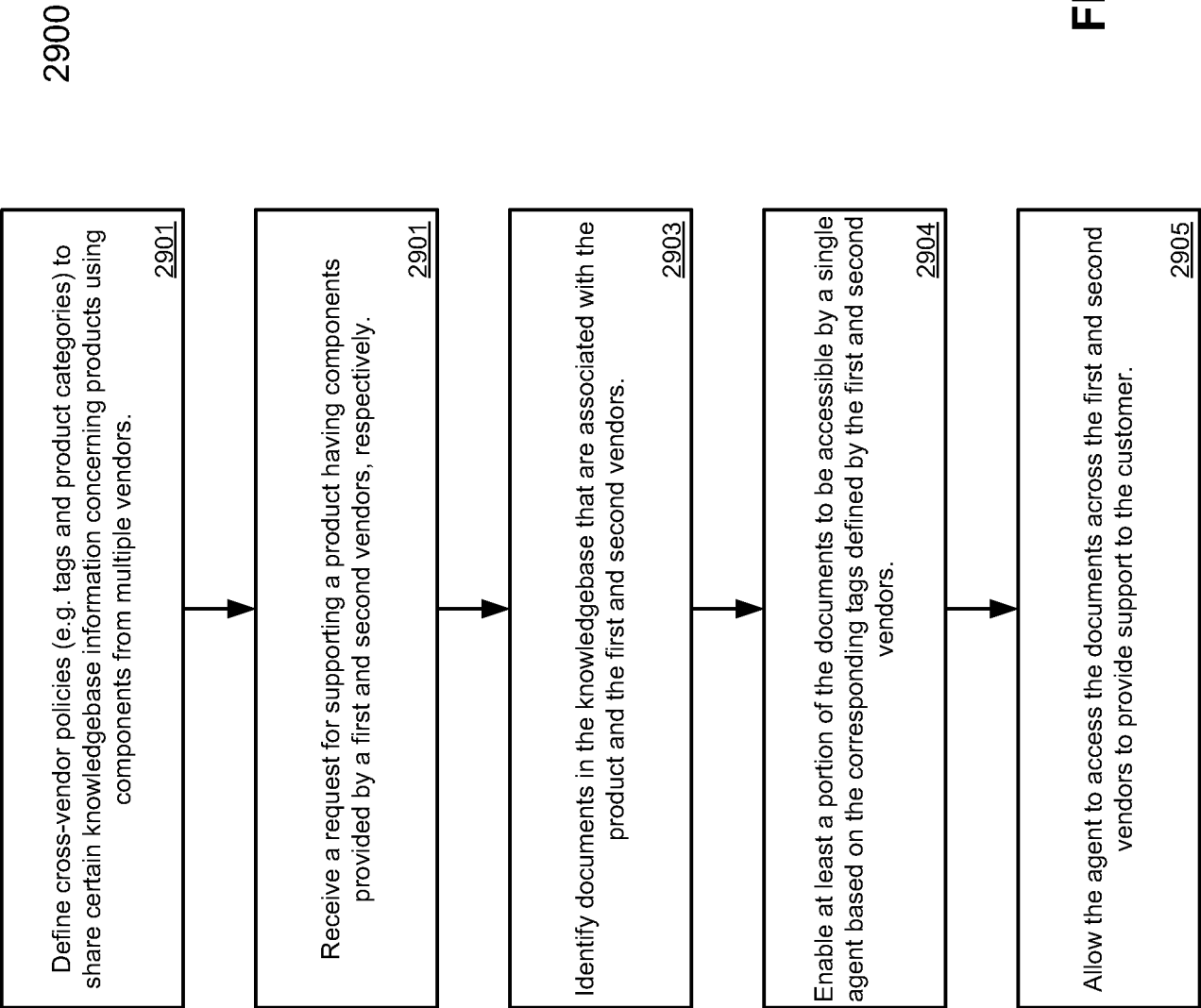


FIG. 29

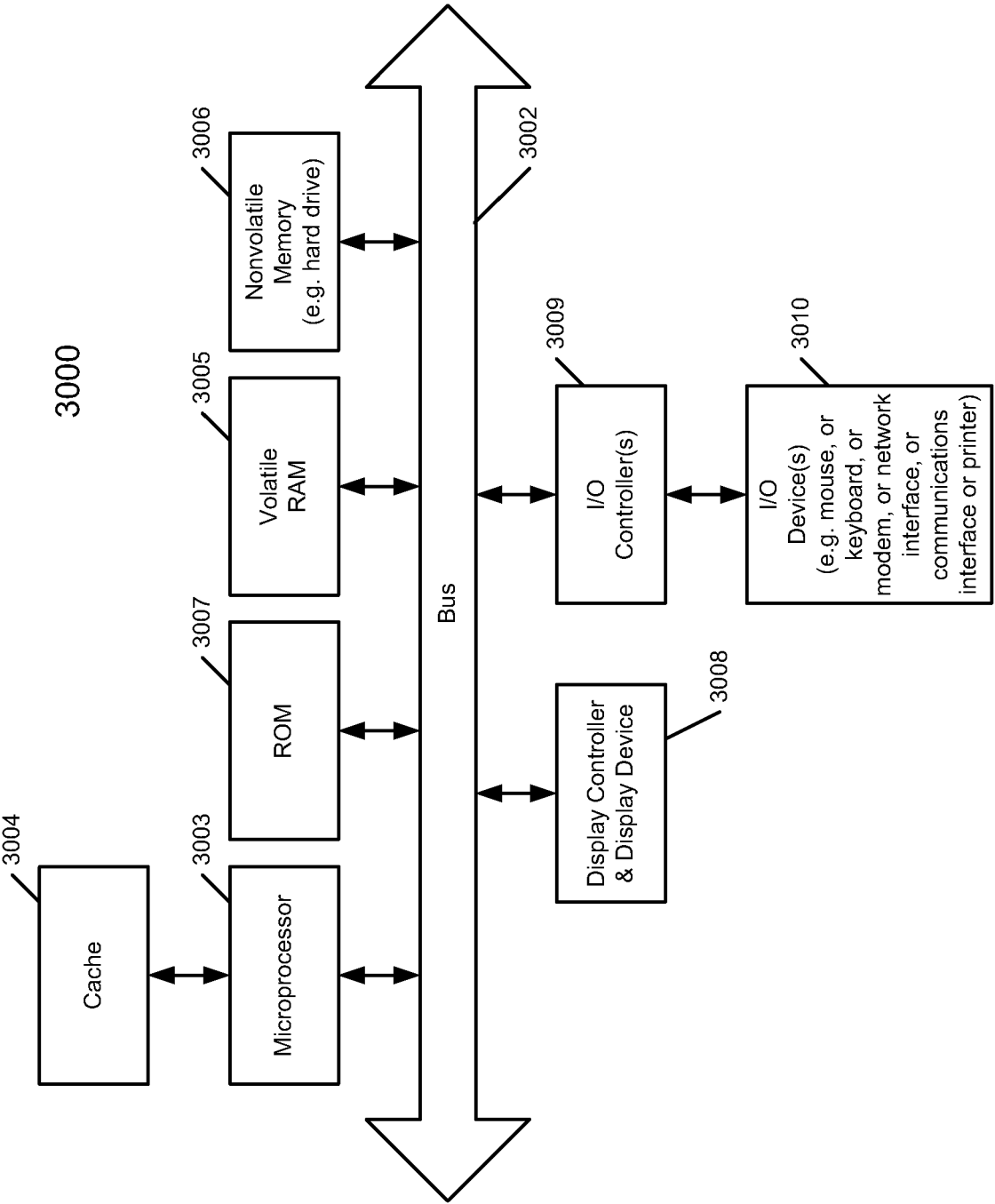


FIG. 30

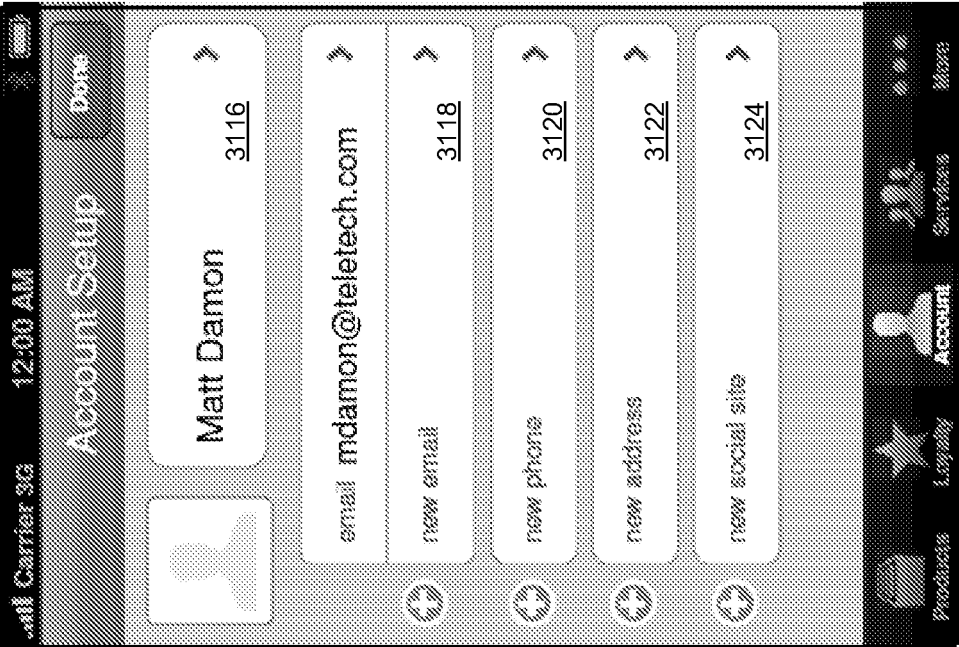


FIG. 31B

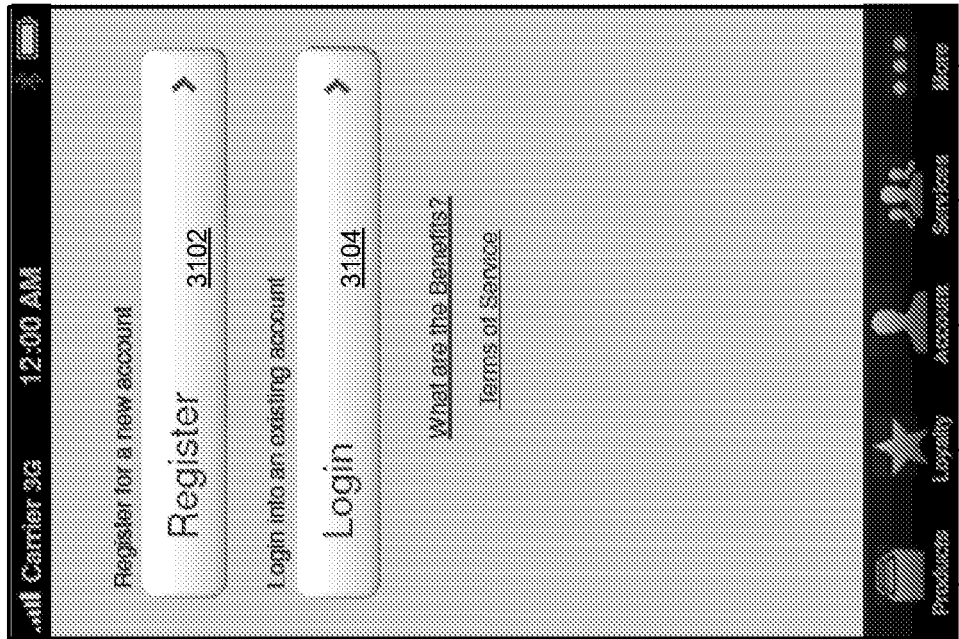


FIG. 31A

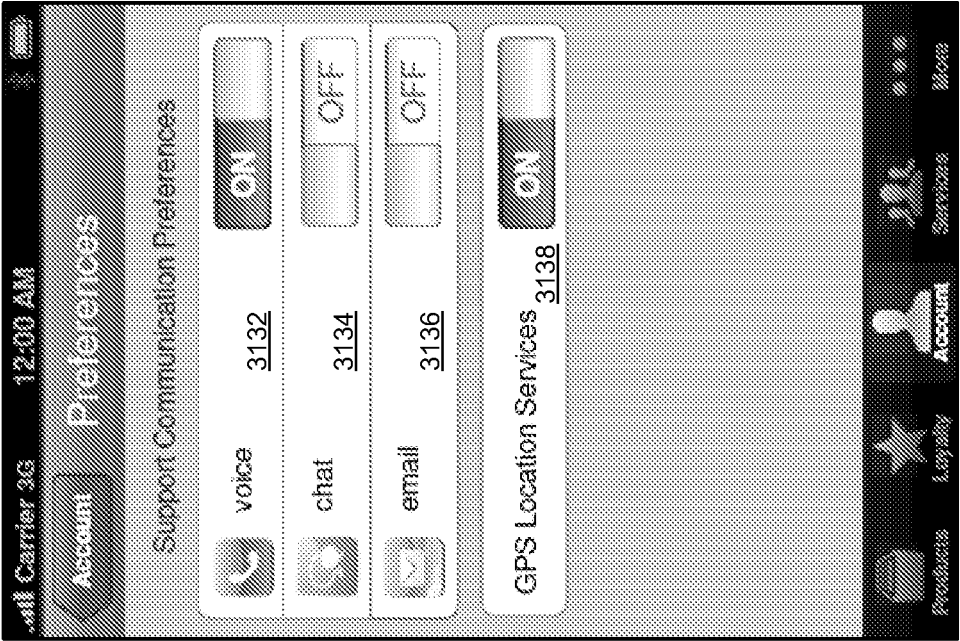


FIG. 31D

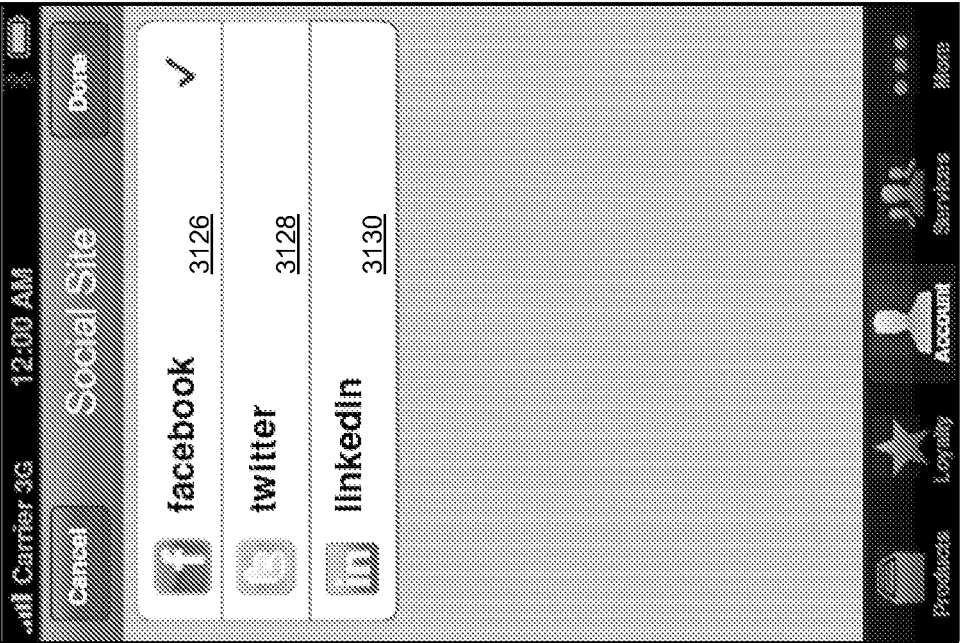


FIG. 31C

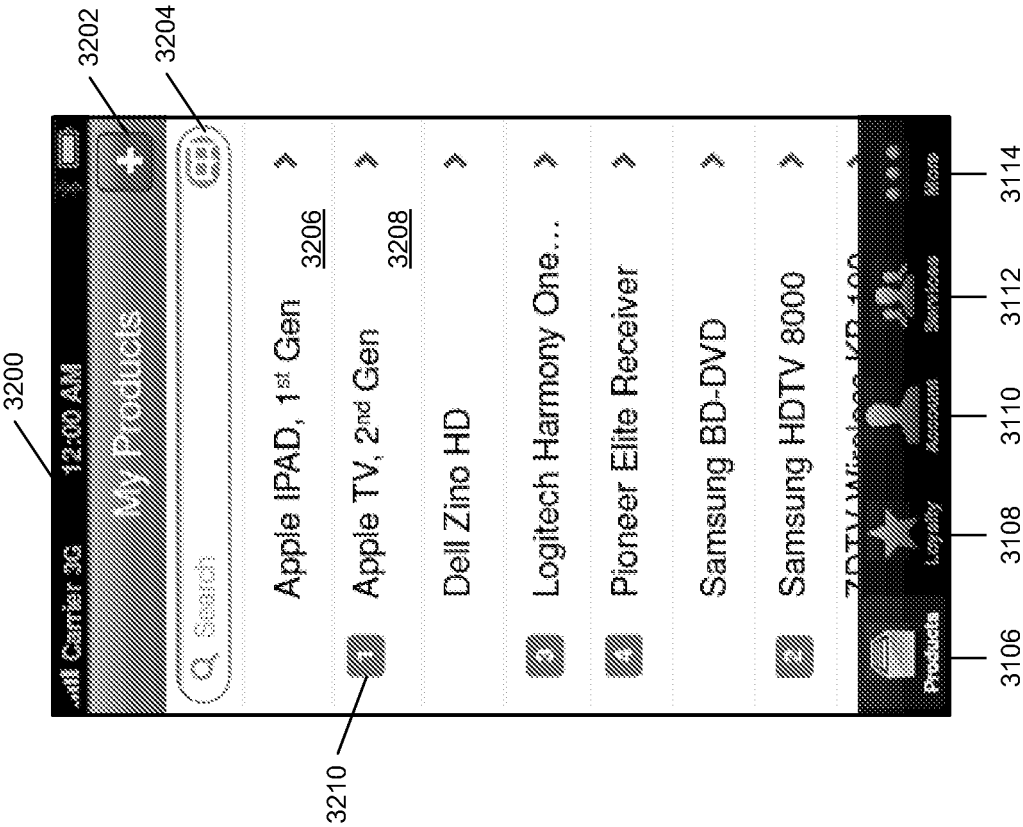


FIG. 32A

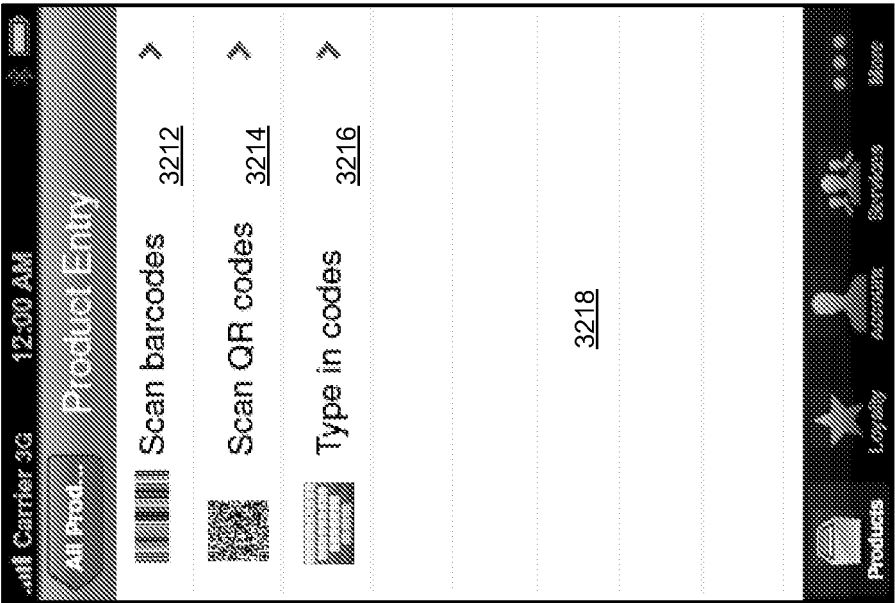


FIG. 32B

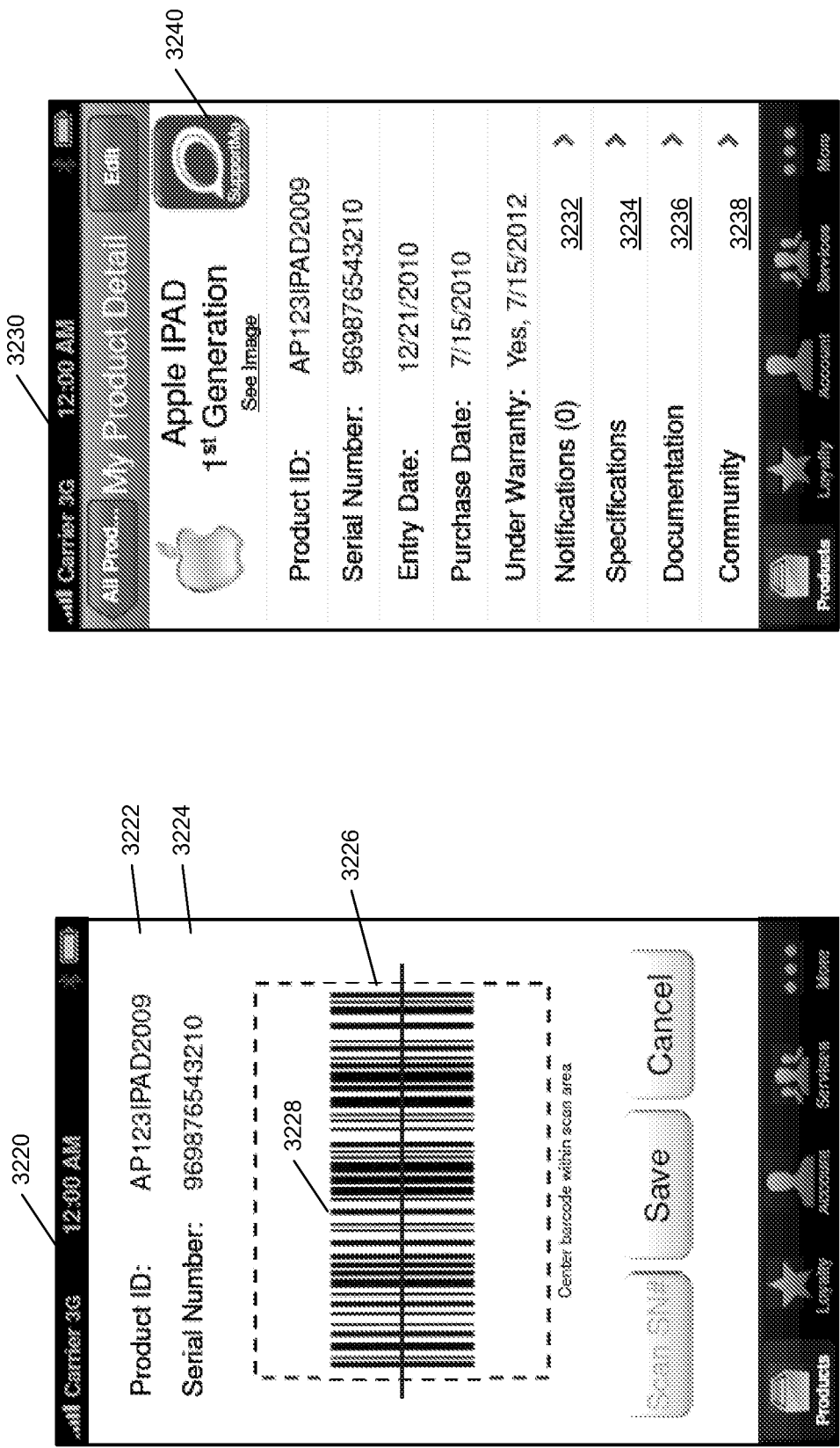


FIG. 32C

FIG. 32D

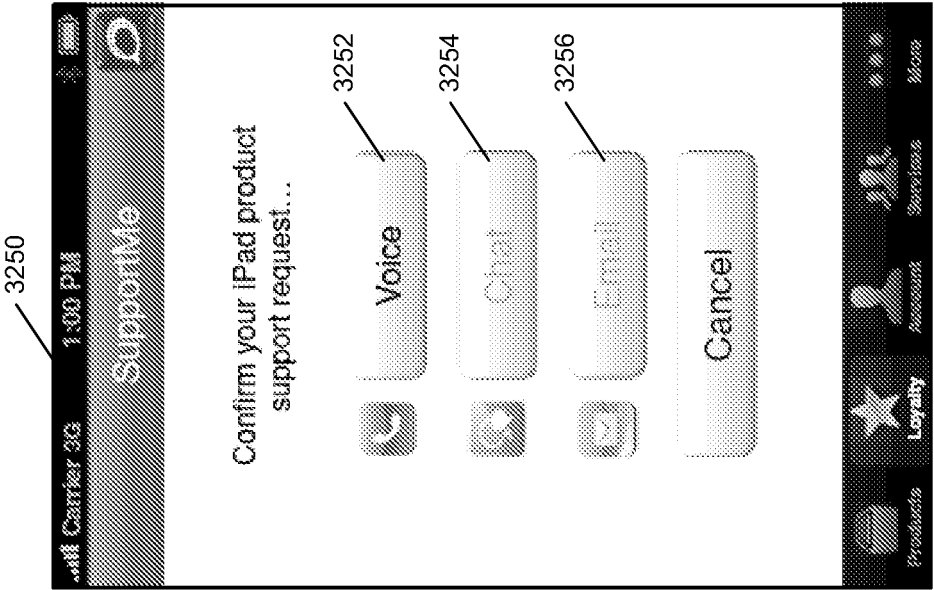


FIG. 32E

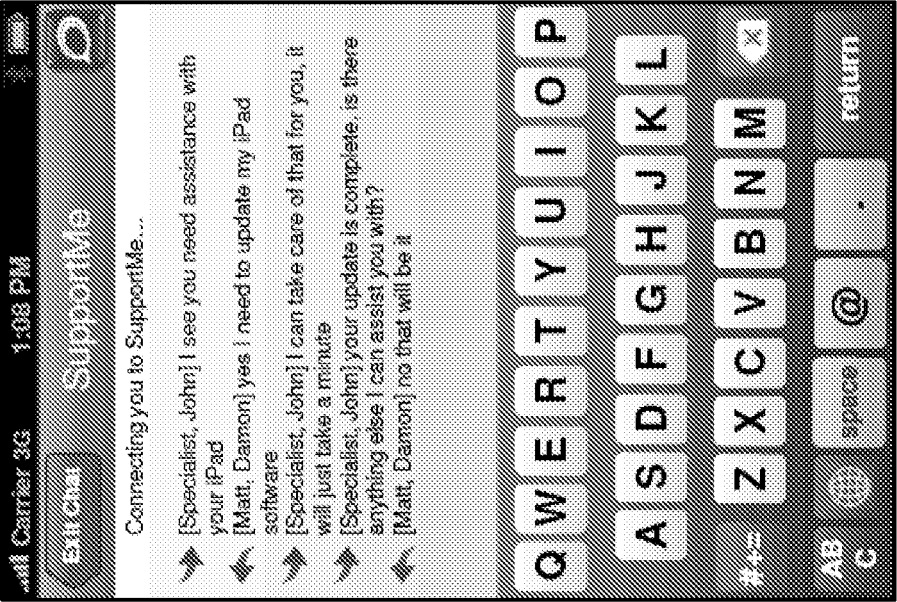


FIG. 32F

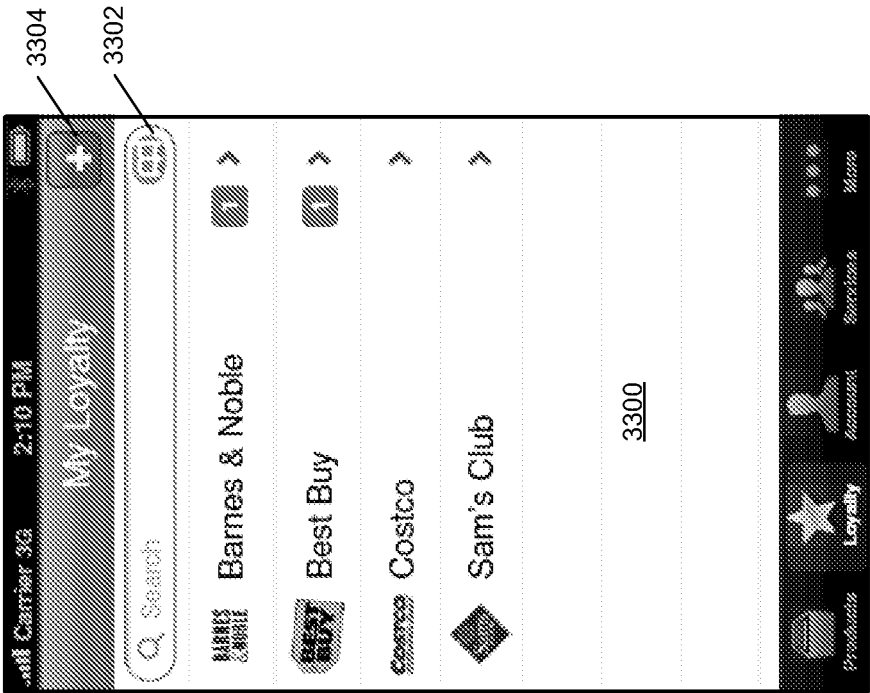


FIG. 33A

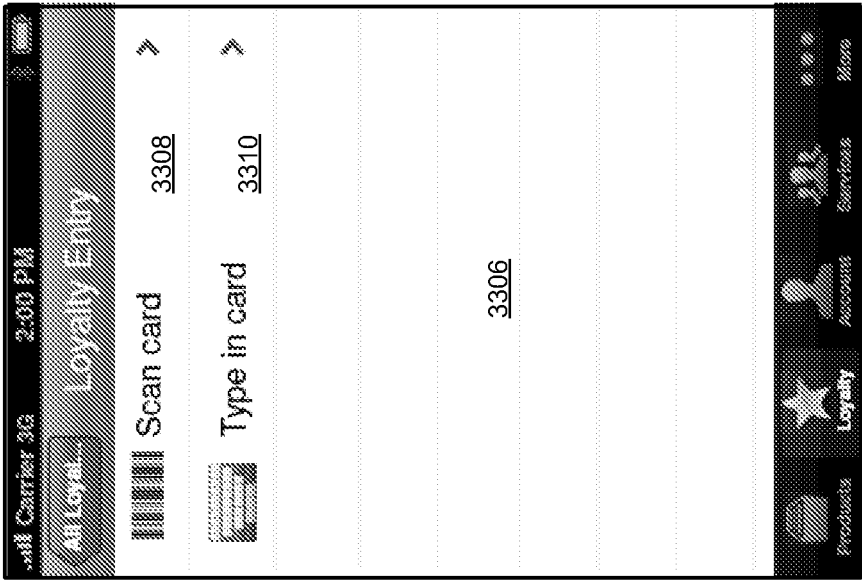


FIG. 33B

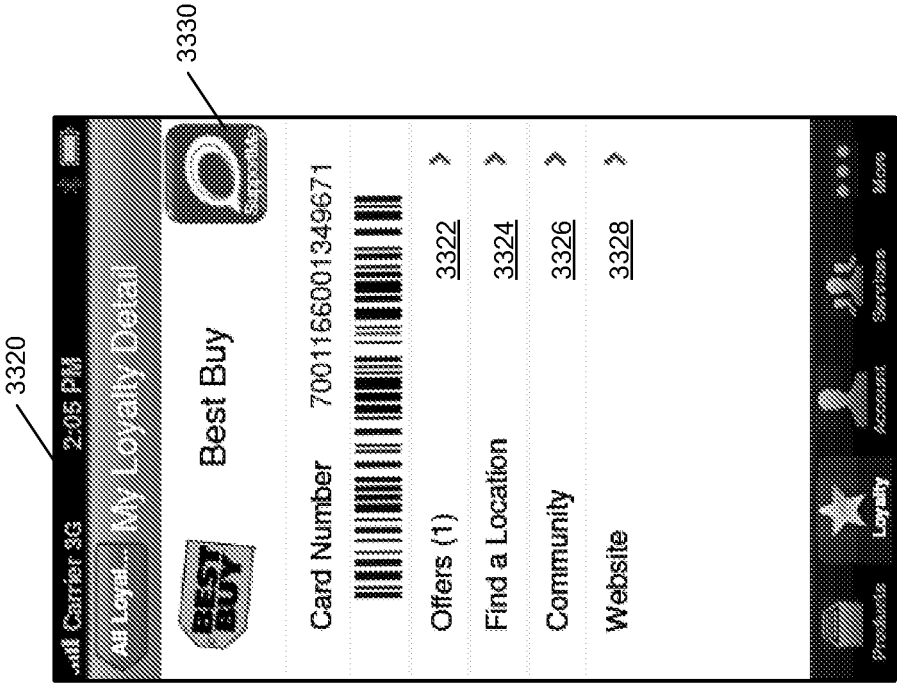


FIG. 33D

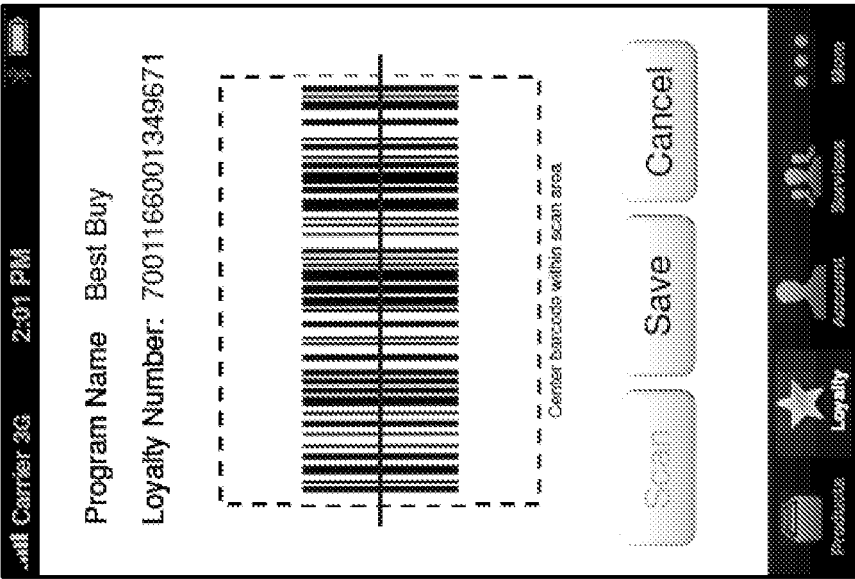


FIG. 33C

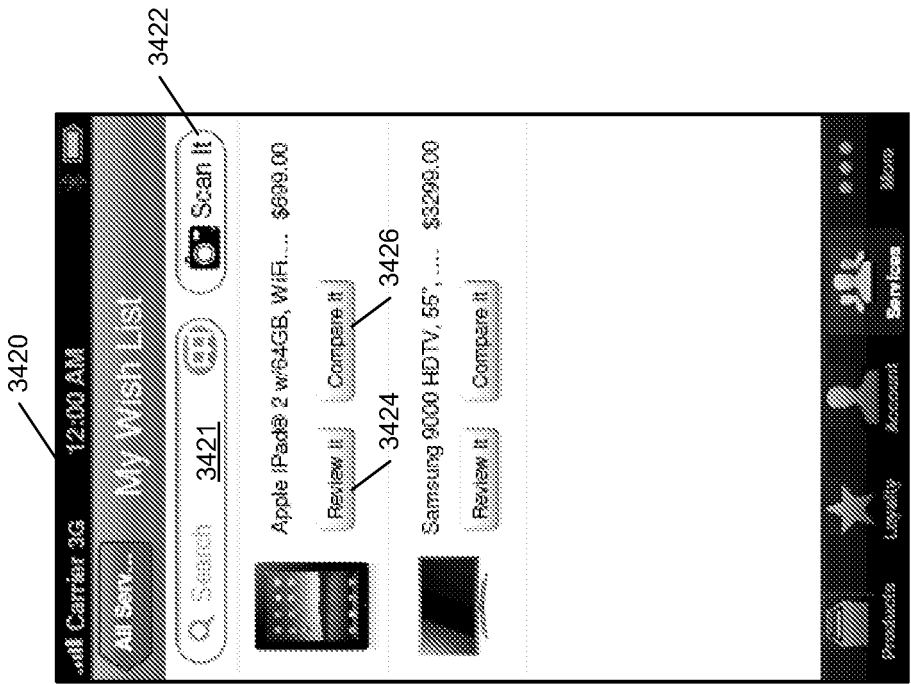


FIG. 34B

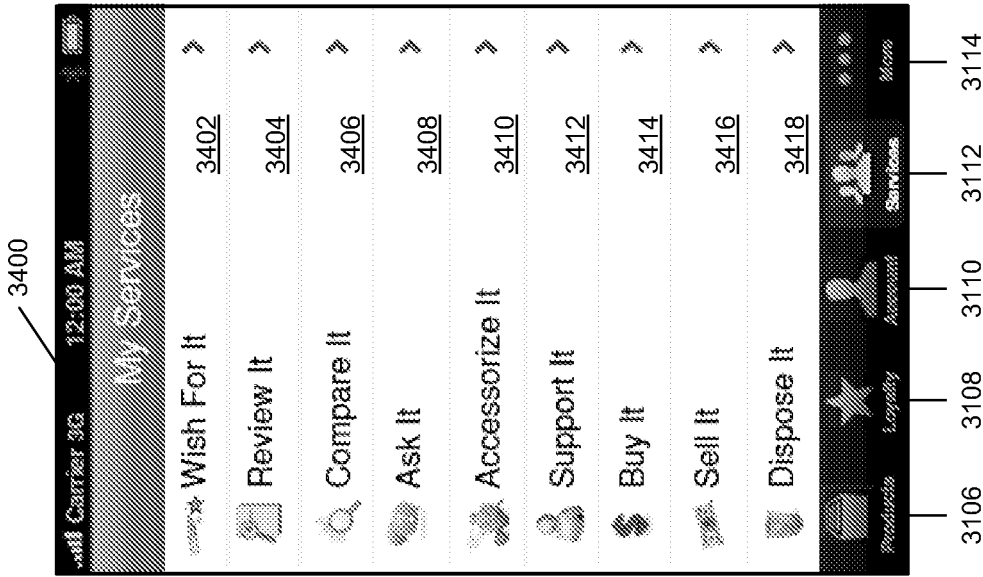


FIG. 34A

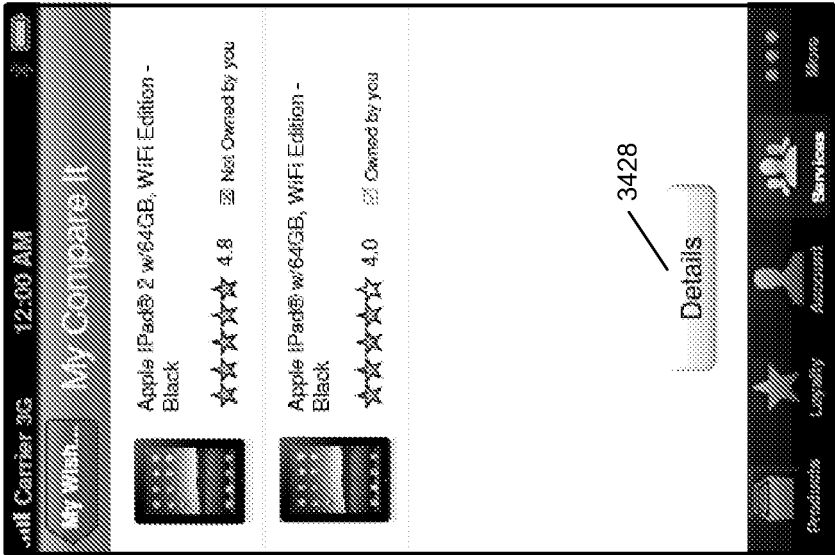


FIG. 34D

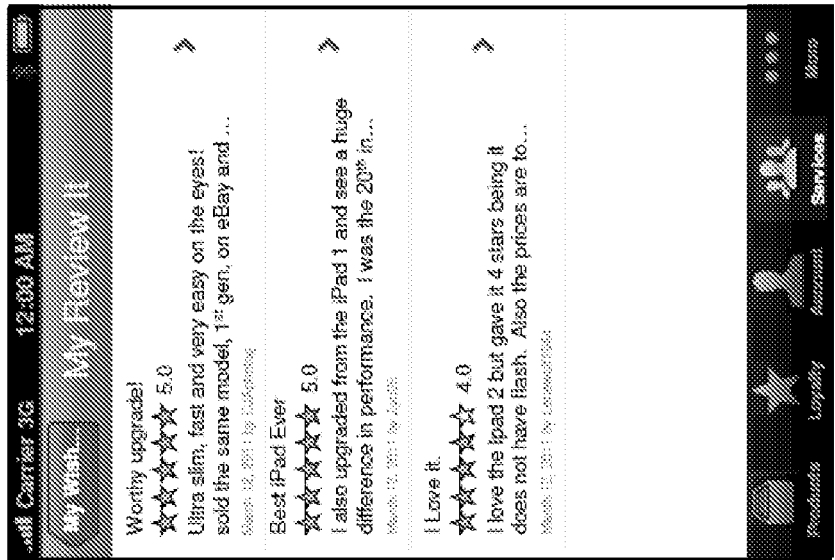


FIG. 34C

3434

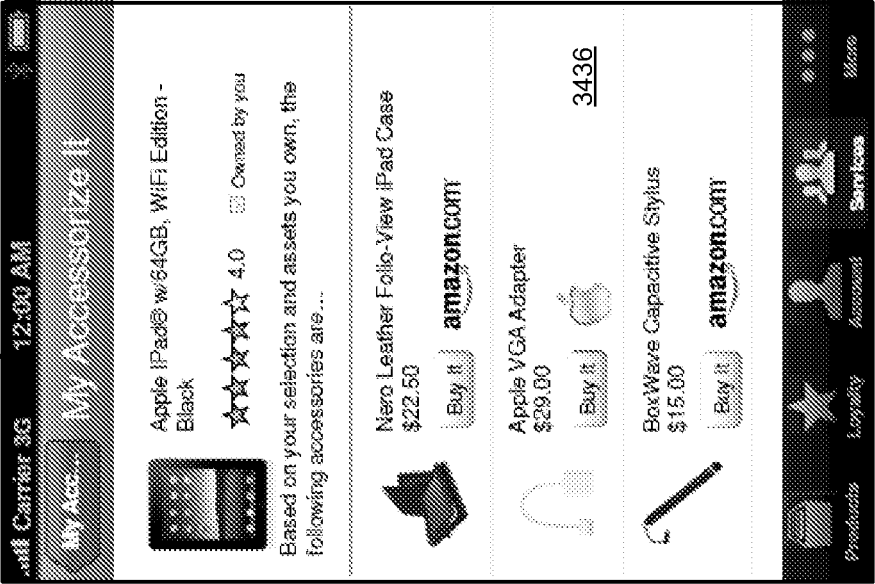


FIG. 34F

3430

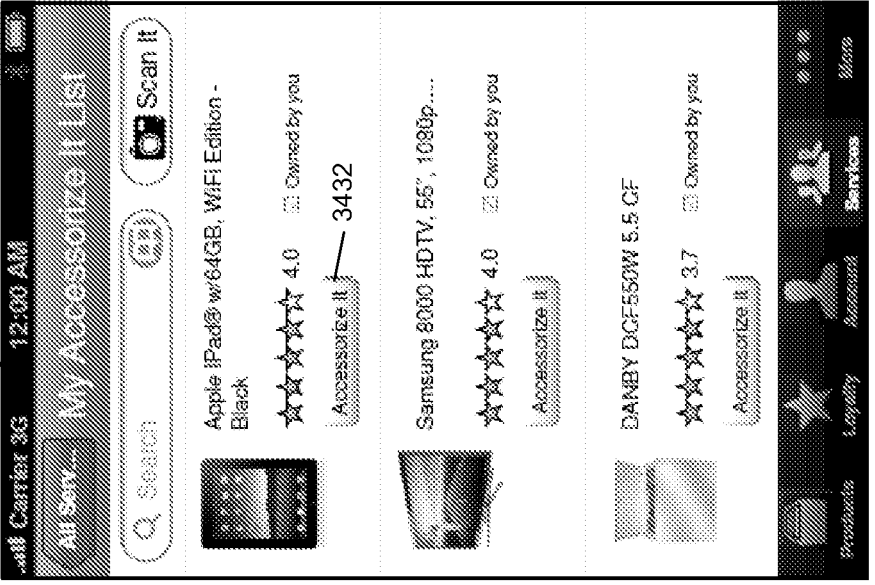


FIG. 34E

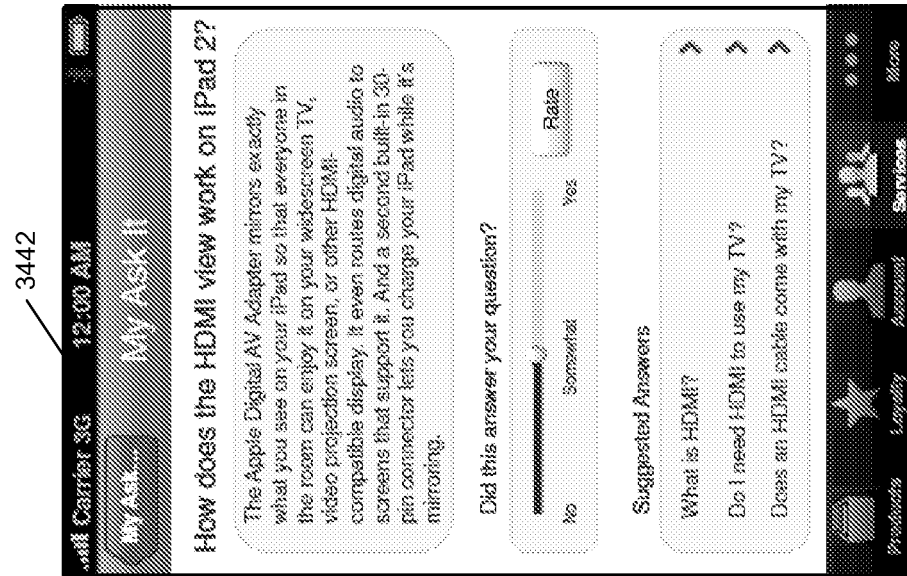


FIG. 34H

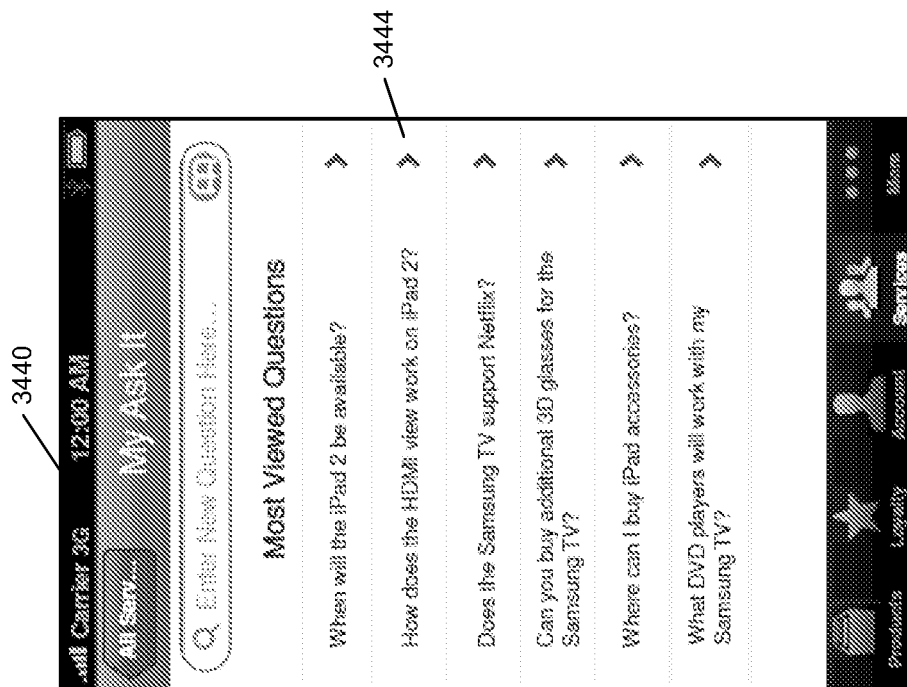


FIG. 34G

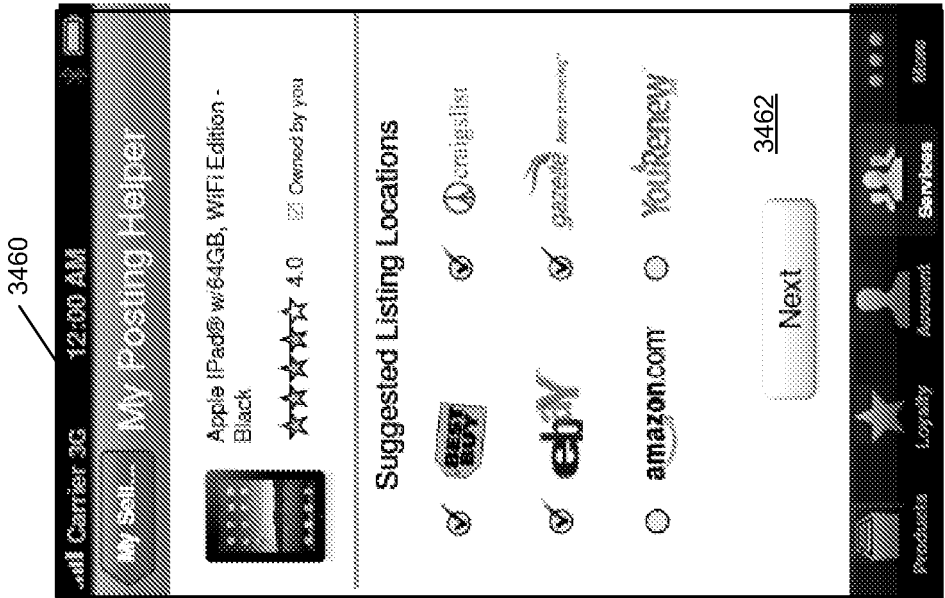


FIG. 34J

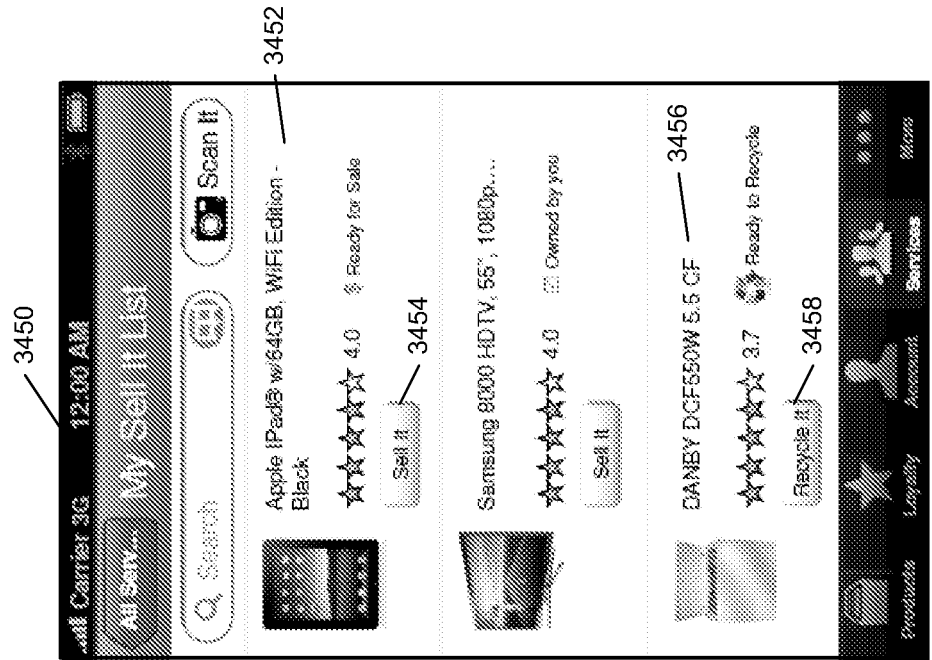


FIG. 34I

3450

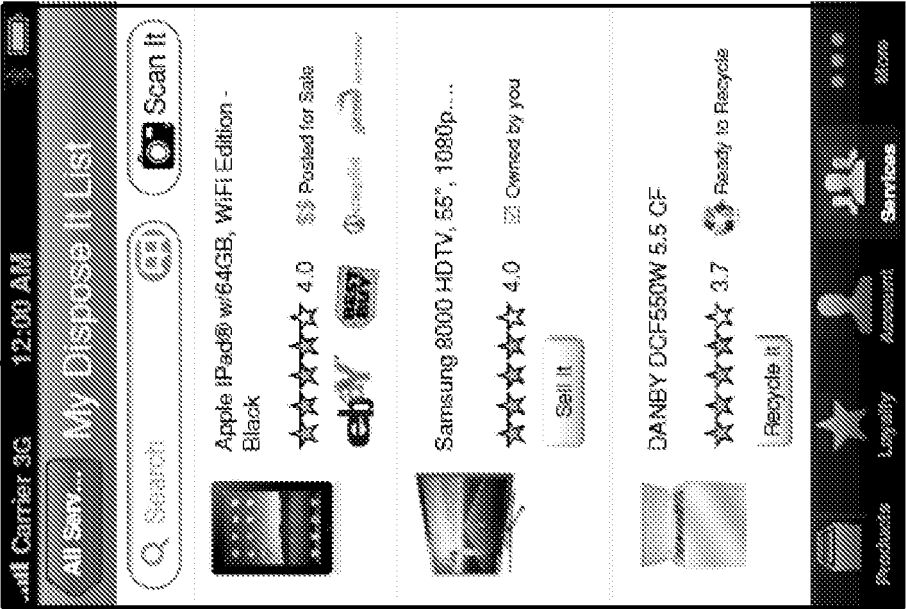


FIG. 34L

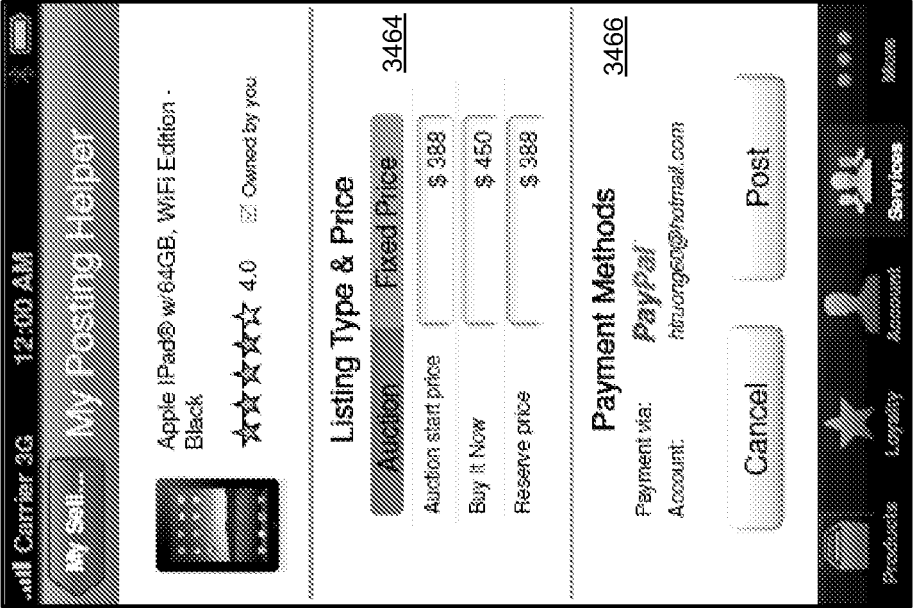


FIG. 34K