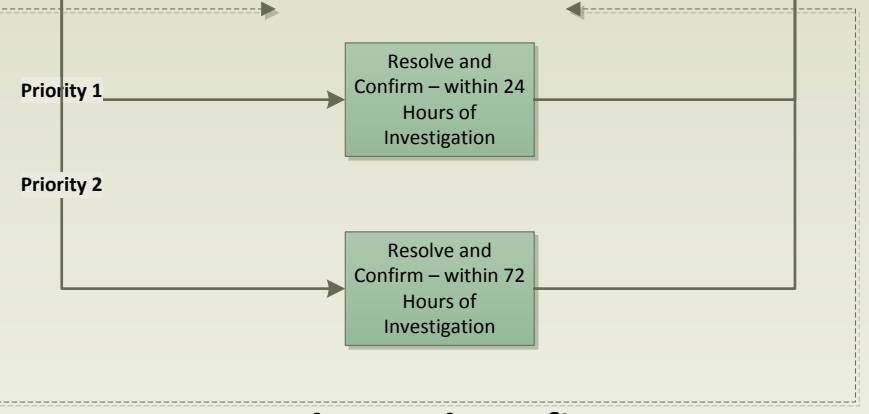


**Receive and Classify**

**Respond**

**Follow up**

**Close**



**Customer Complaint Management Process**

