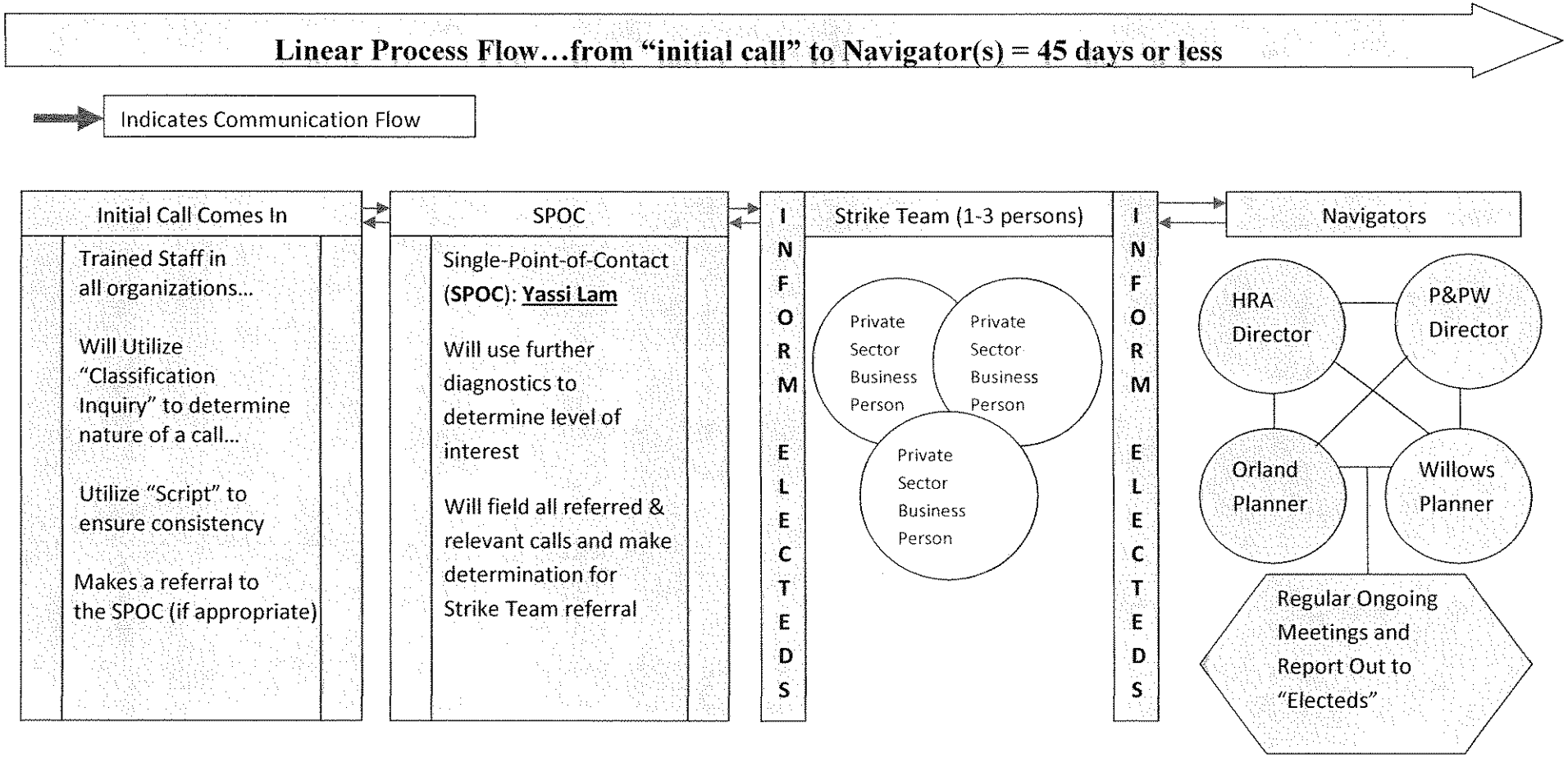Process Flow (Four Step)
Initial Call / SPOC / Strike Team / Navigators