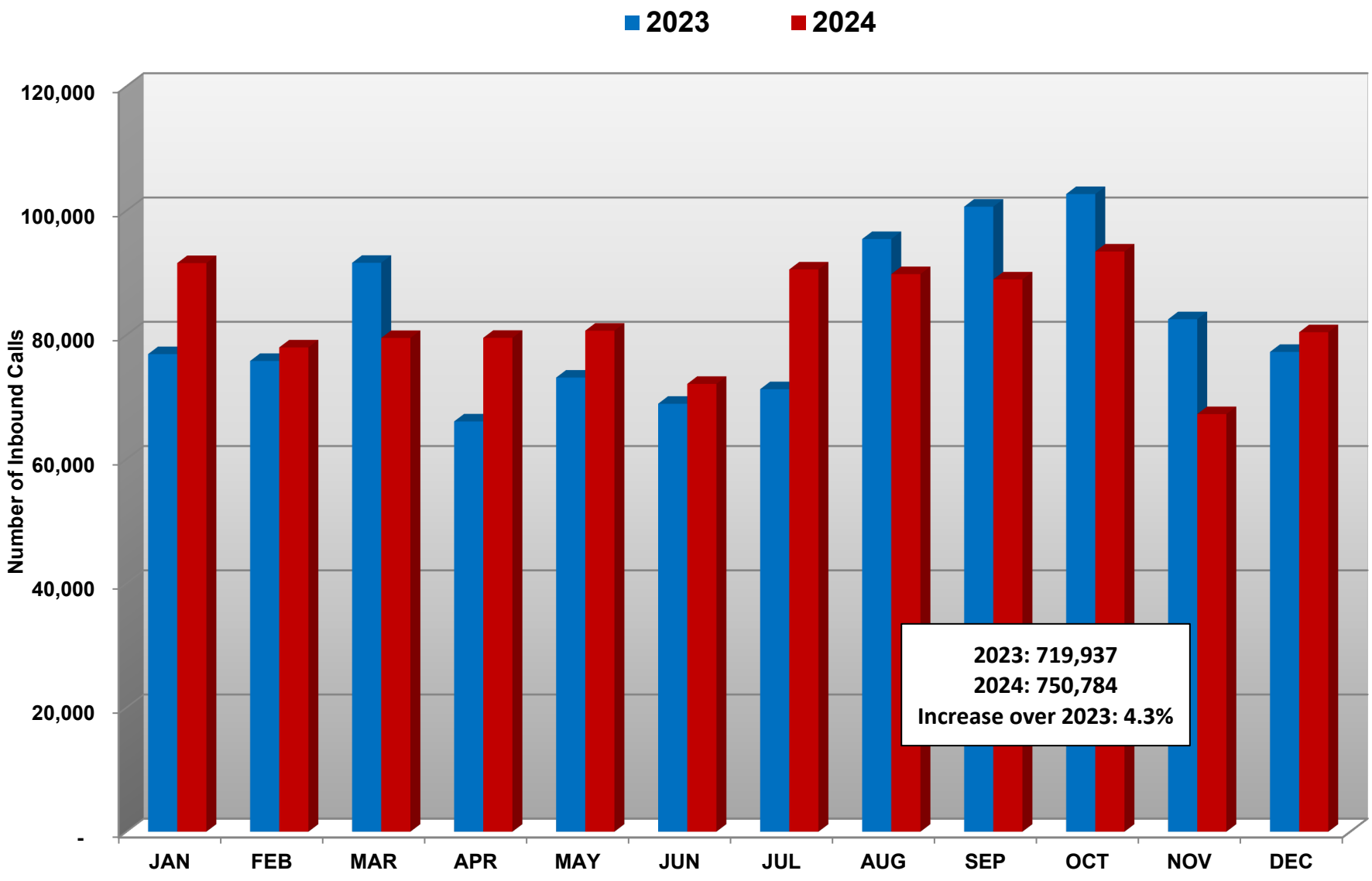Customer Service Center – Inbound Call Volume