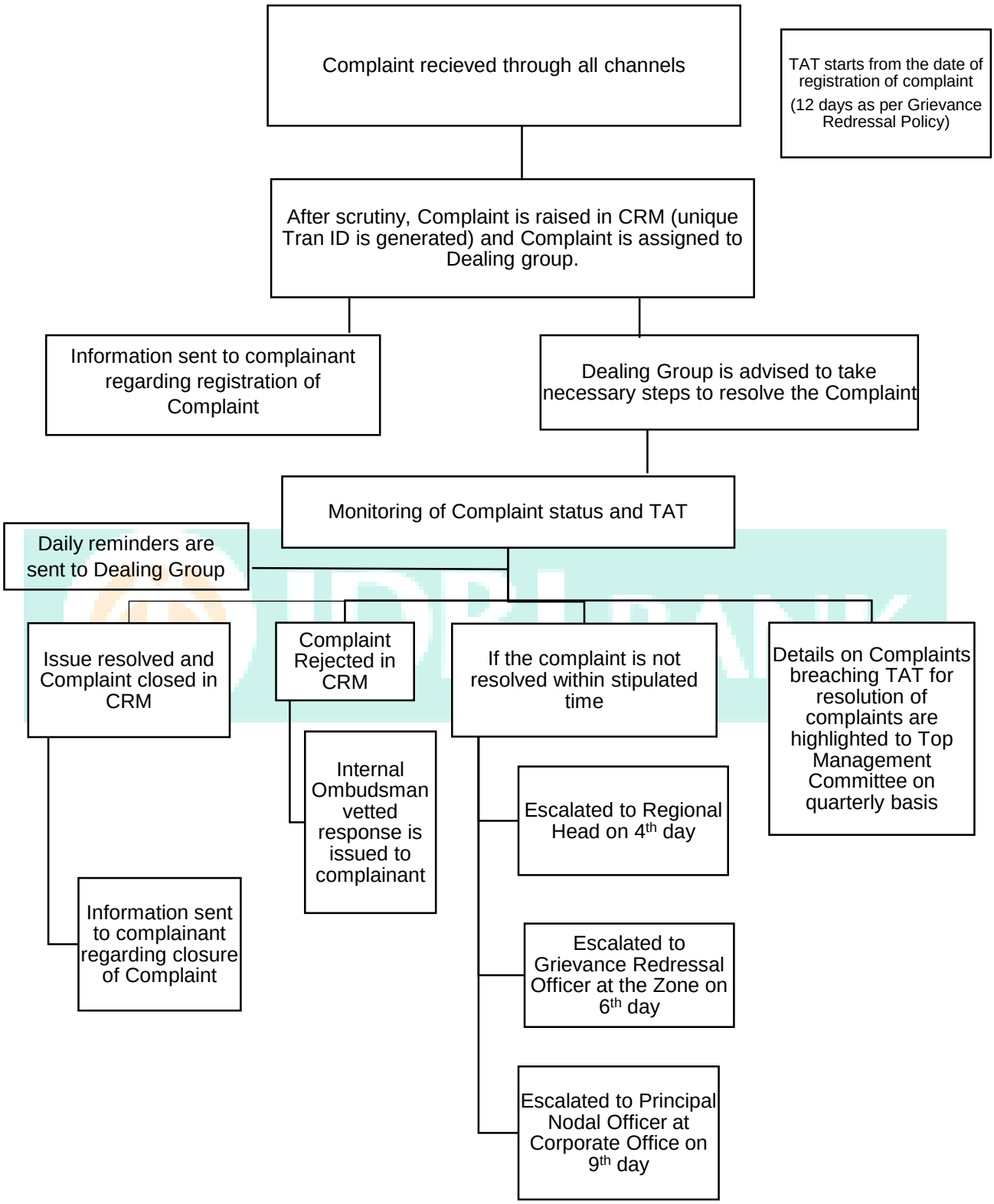Process Flow For Complaints Received Through All Channels