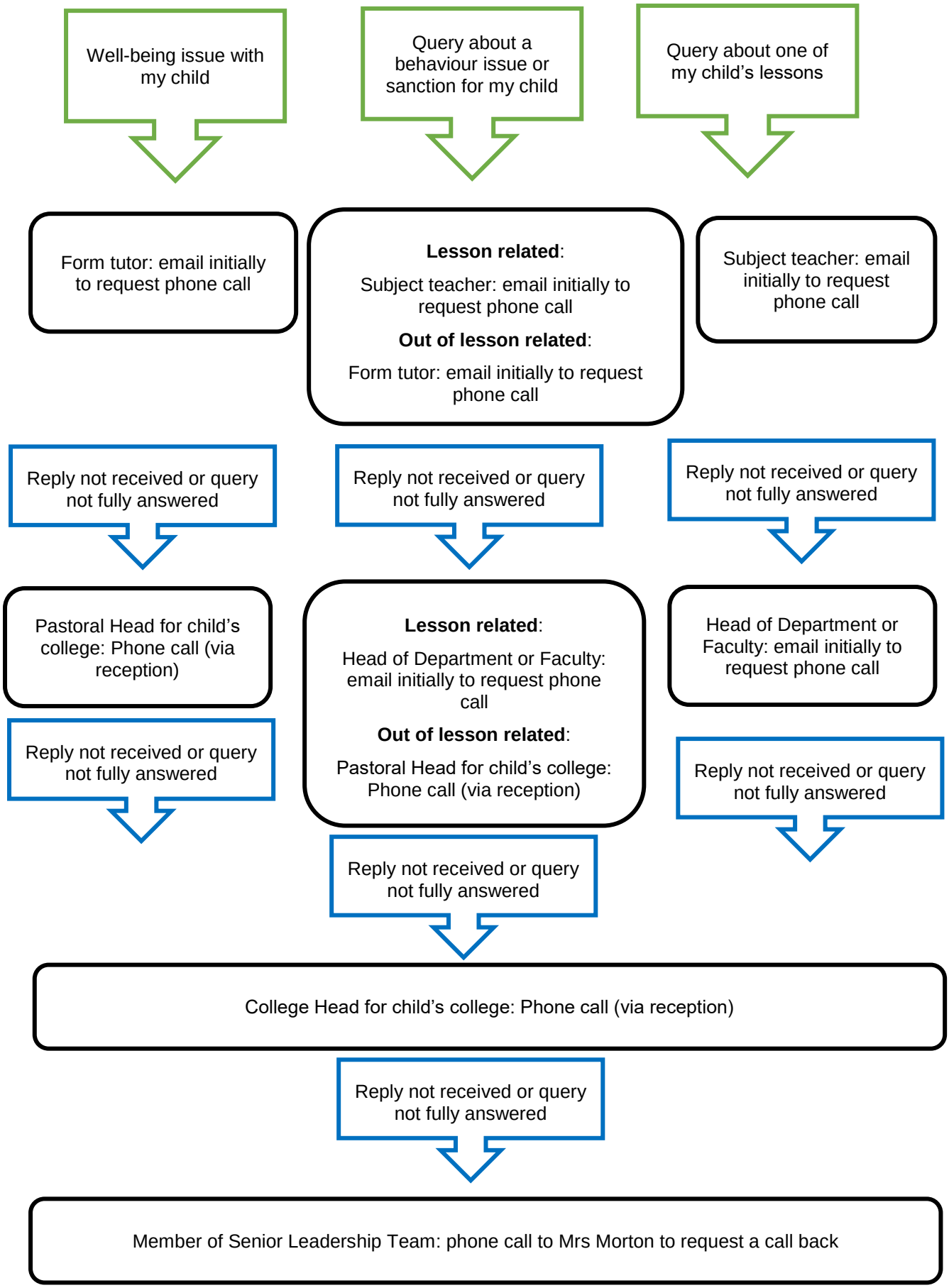Contact Flow Chart