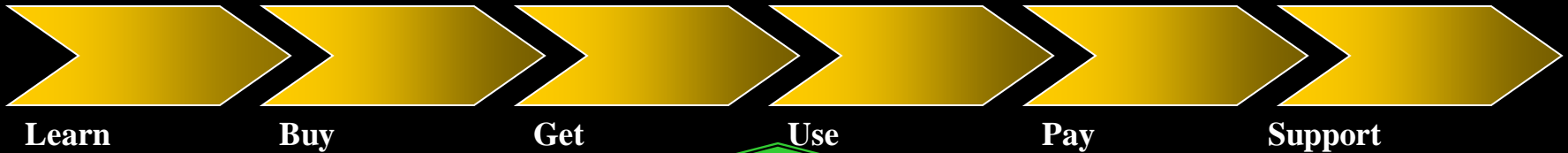


Interaction Management Life Cycle

Requestor Experiences



Communication
Channels and
Conversations

Provider Processes



Building profiles

