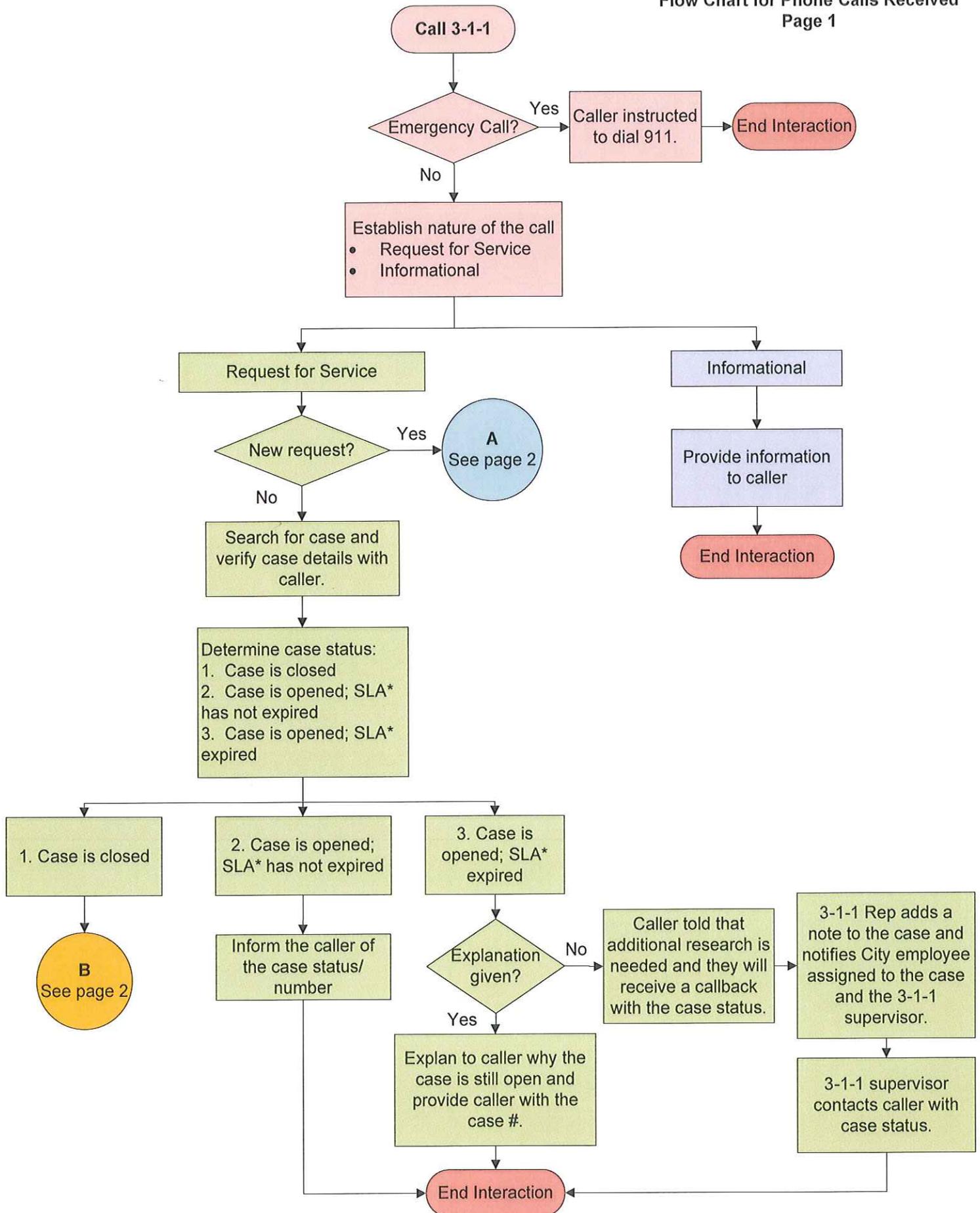
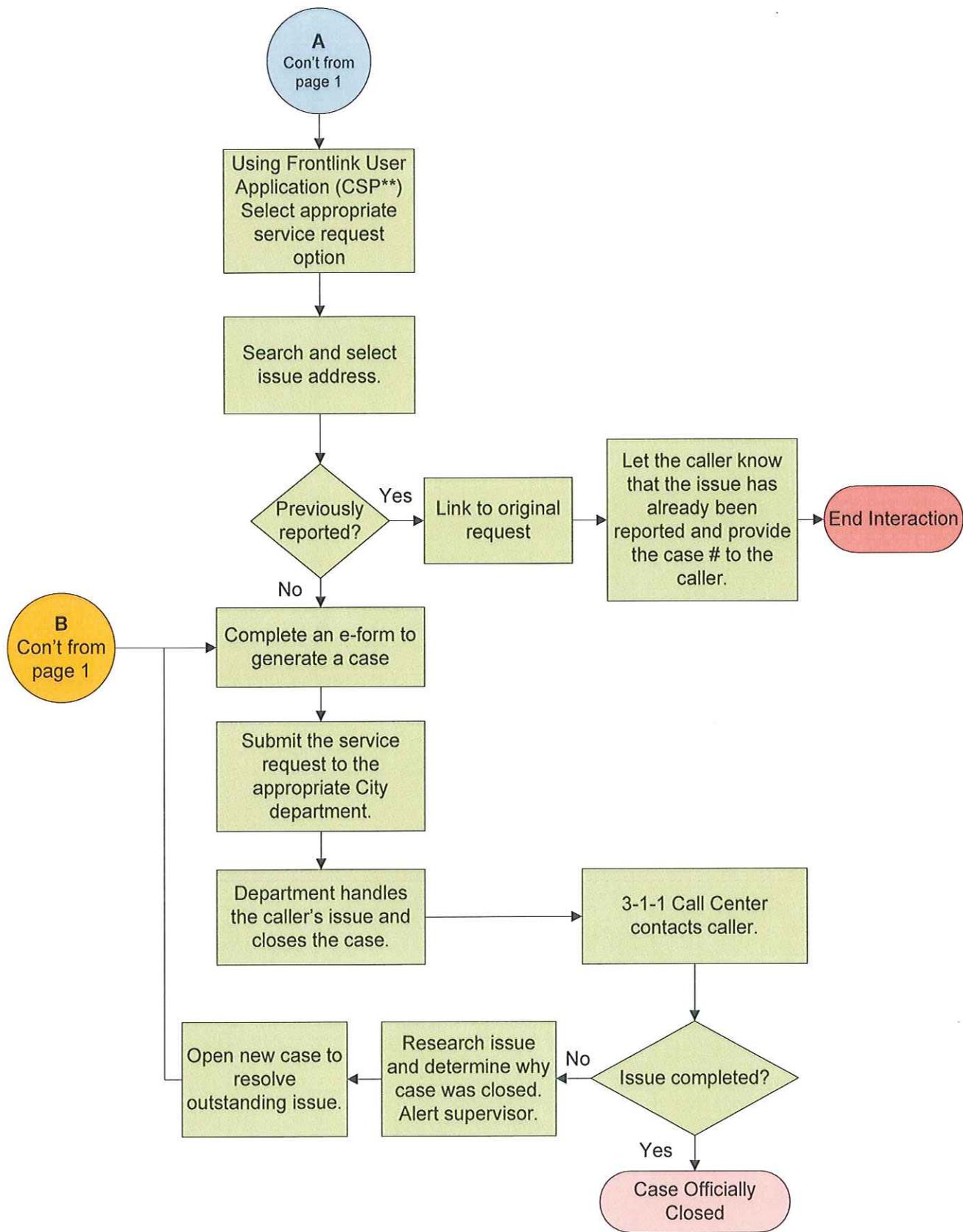


3-1-1 Call Center
Flow Chart for Phone Calls Received
Page 1



* SLA = Service Level Agreement

** CSP = Frontlink User Application



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