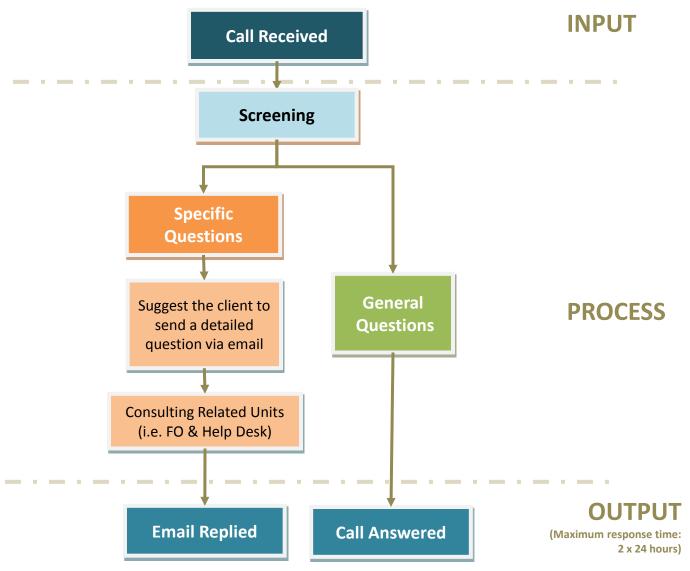
## CALL HANDLING



## Standard Operating Procedures

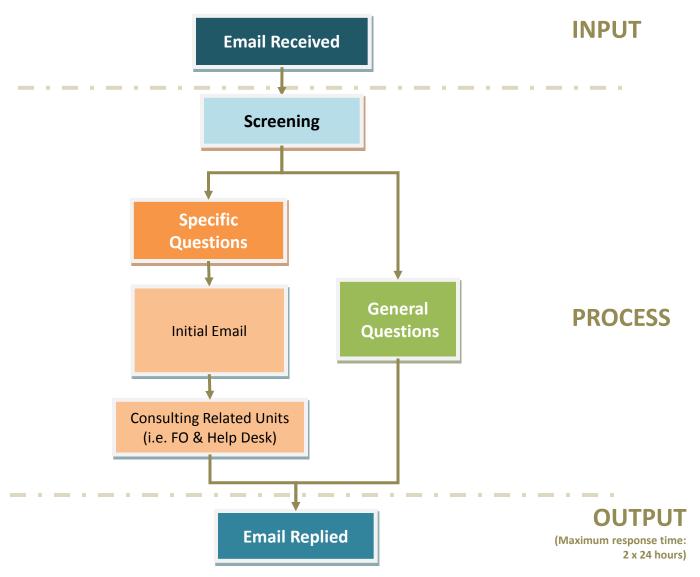


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## **EMAIL HANDLING**



## Standard Operating Procedures



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