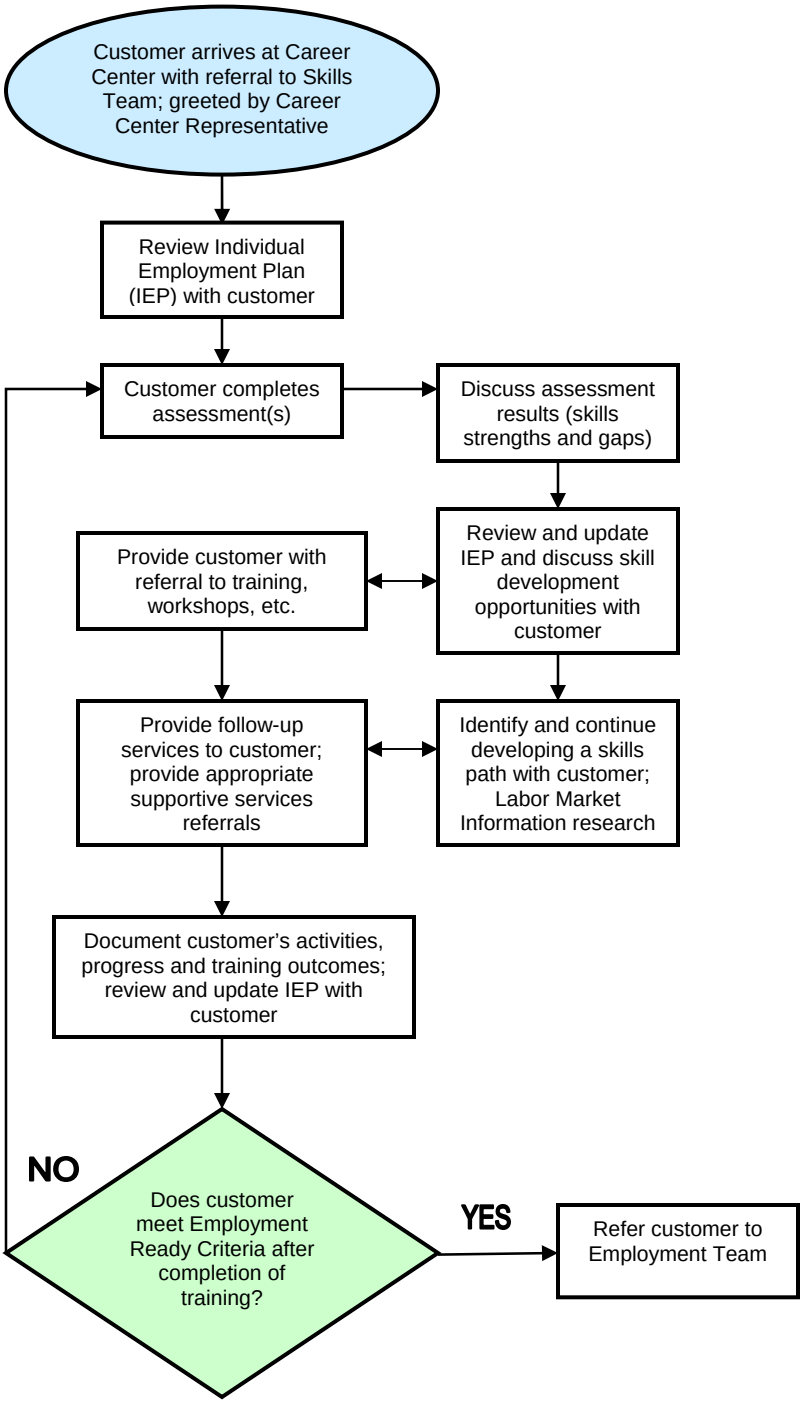Skills Team Customer Flow