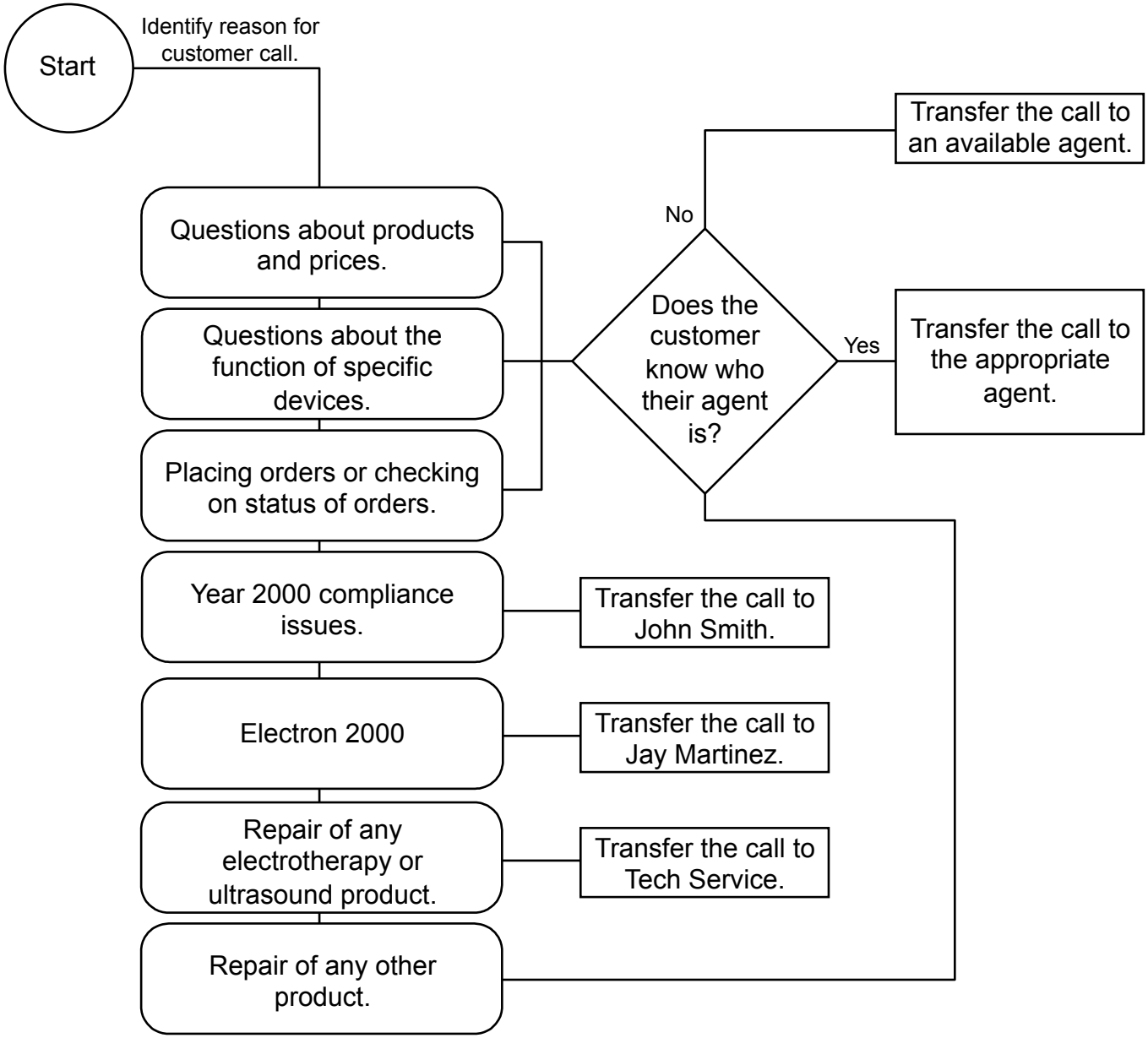Call Transfer Process Diagram