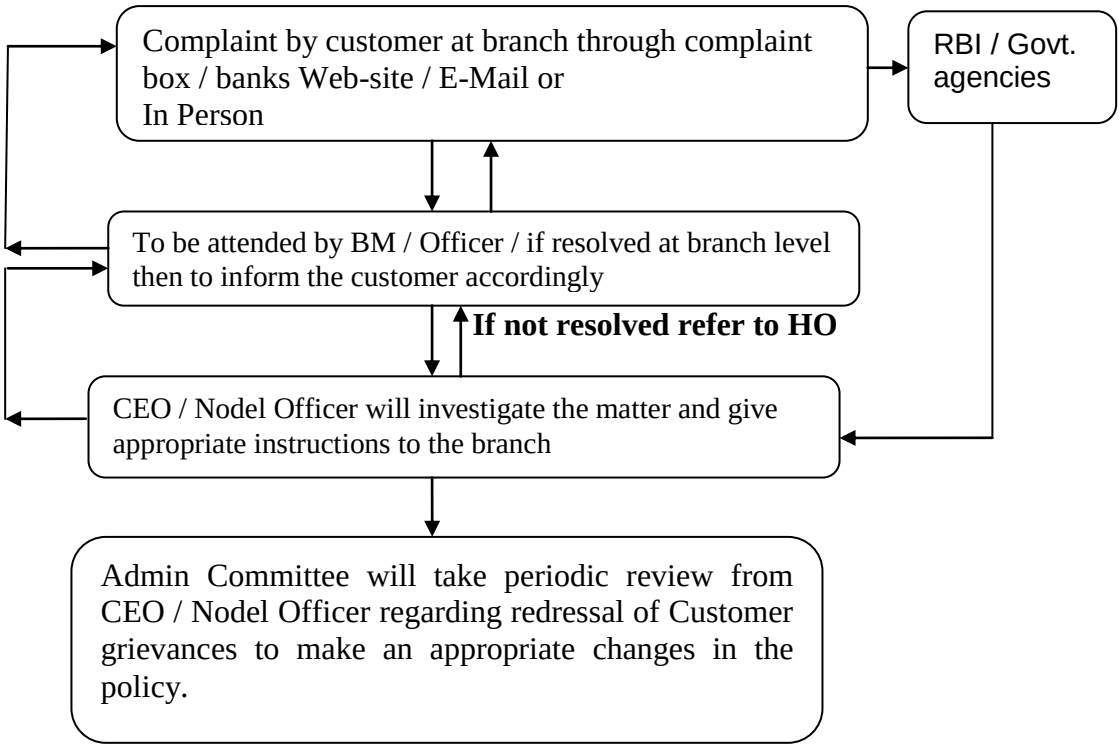Customer Complaint Journey