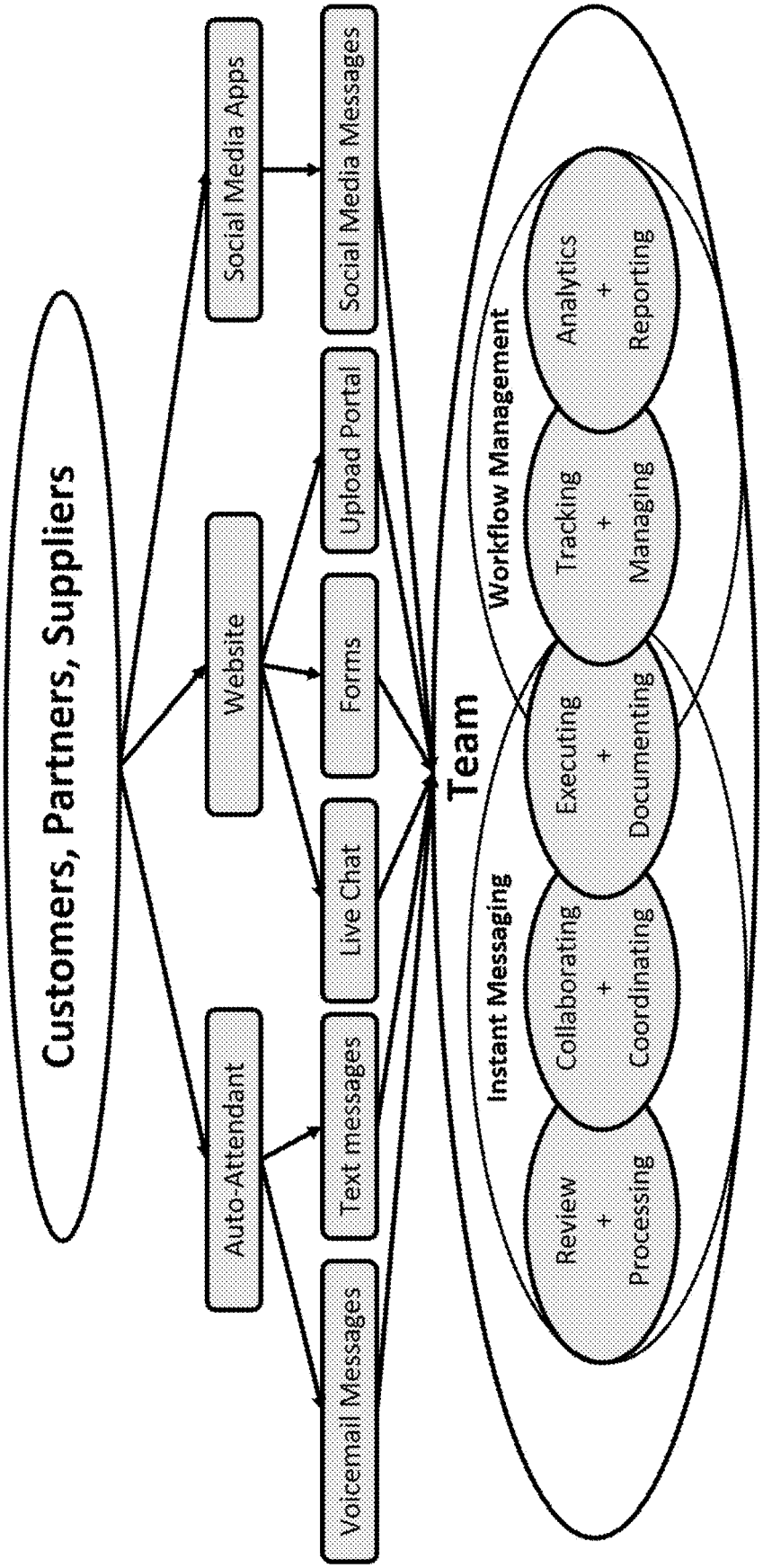
Customers, Partners, Suppliers
Auto-Attendant
Website
Social Media Apps
Voicemail Messages
Text messages
Live Chat
Forms
Upload Portal
Social Media Messages
Team
Instant Messaging
Review + Processing
Collaborating + Coordinating
Executing + Documenting
Workflow Management
Tracking + Managing
Analytics + Reporting

Fig. 1