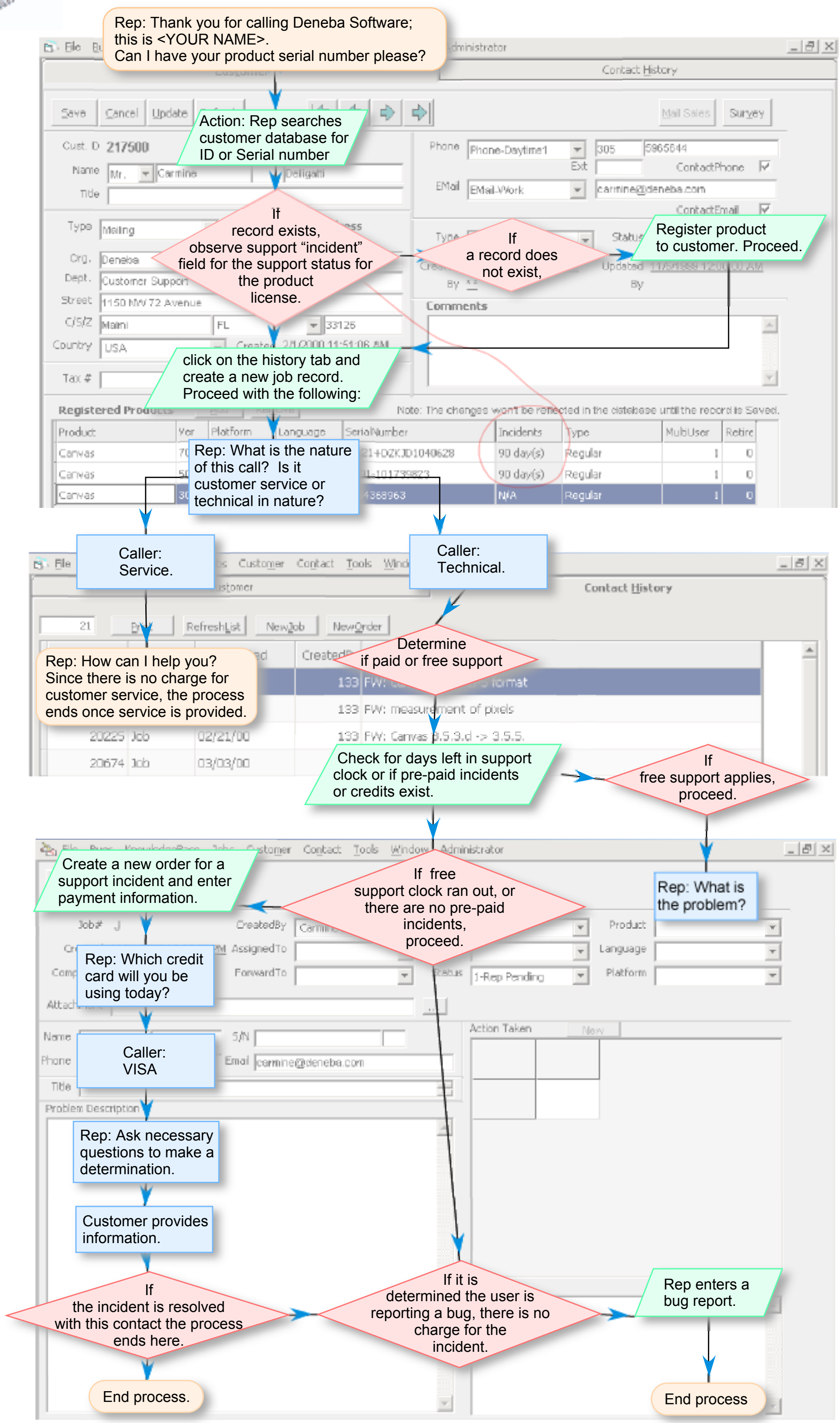Customer Support Contact Flow