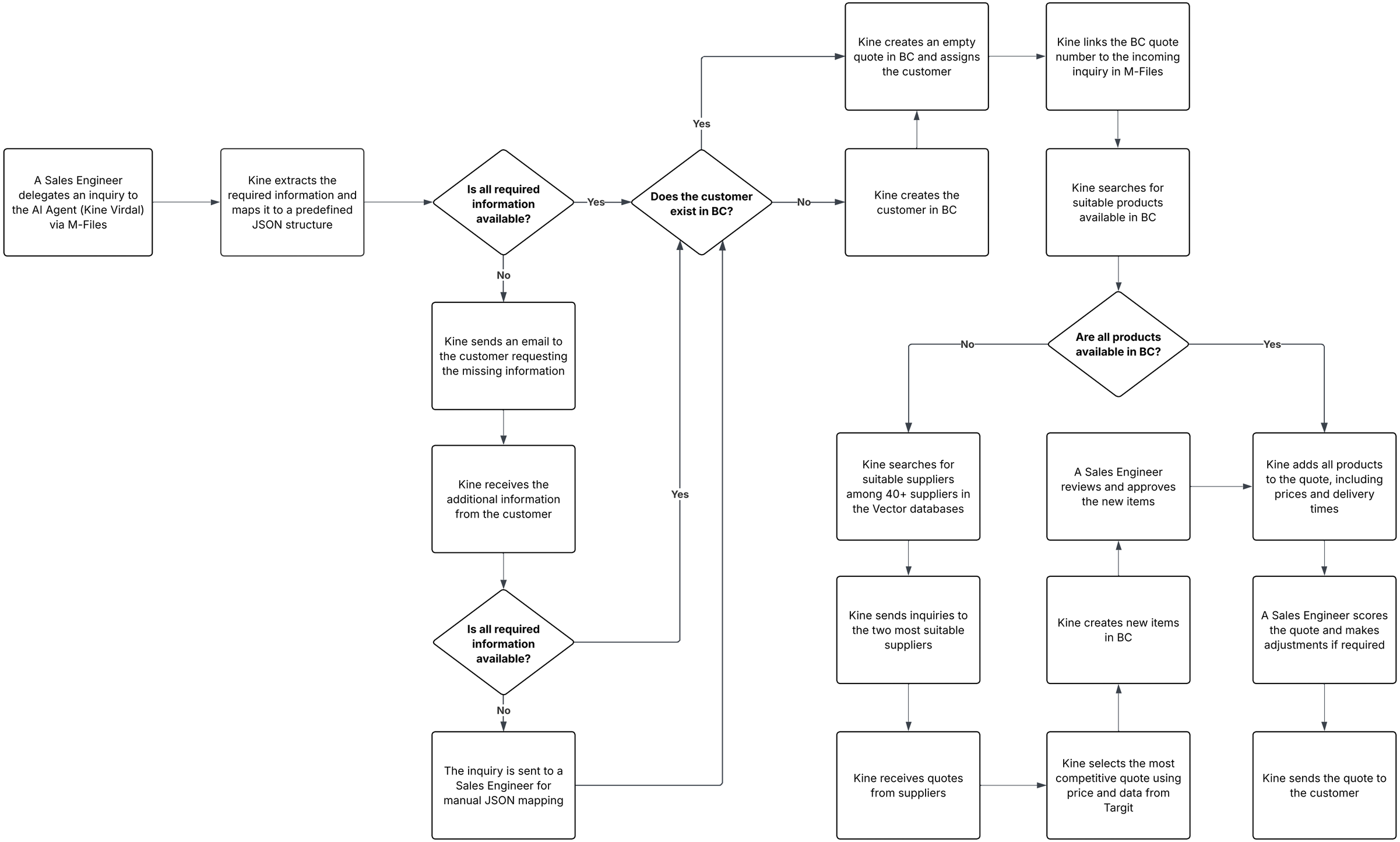Process Map - Incoming Inquiries