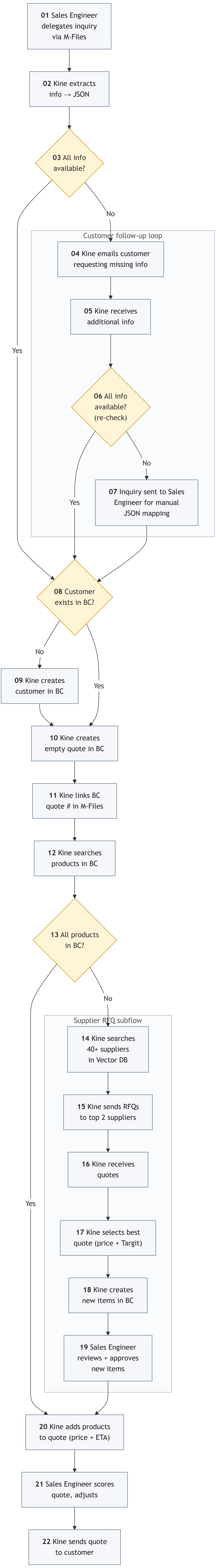JS Cock — Process Map: Incoming Inquiries (v3 vertical)