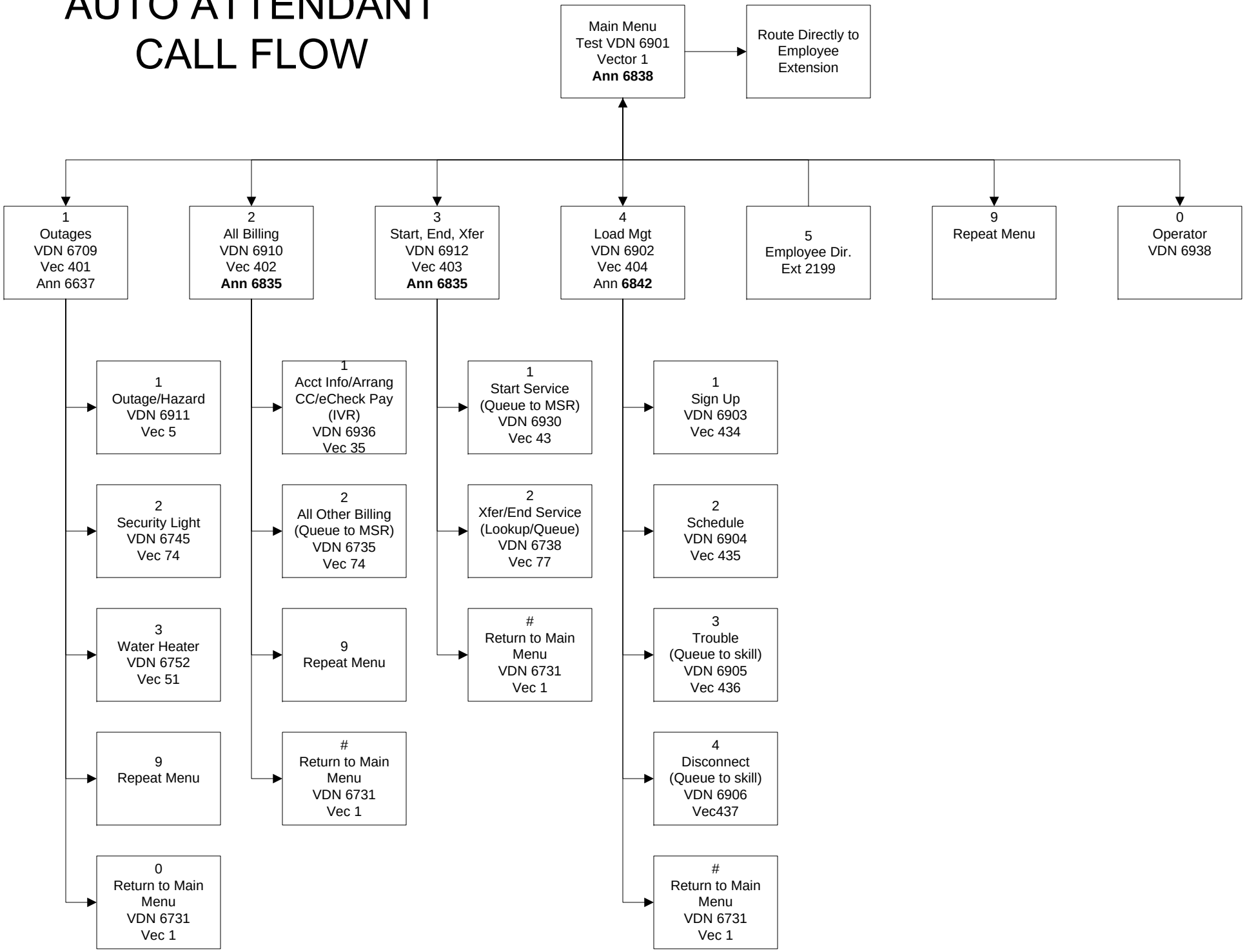AUTO ATTENDANT CALL FLOW