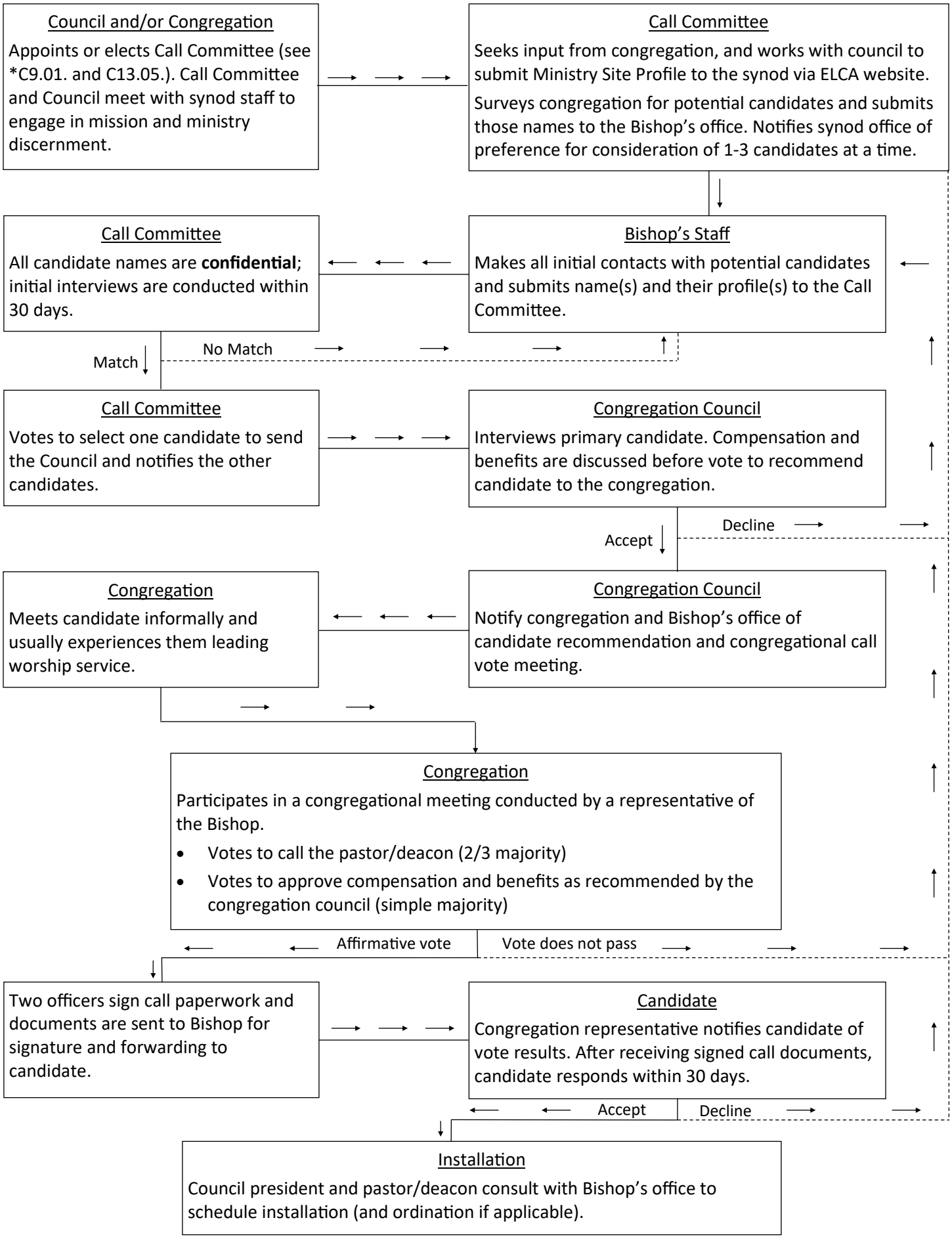Overview of the Call Process