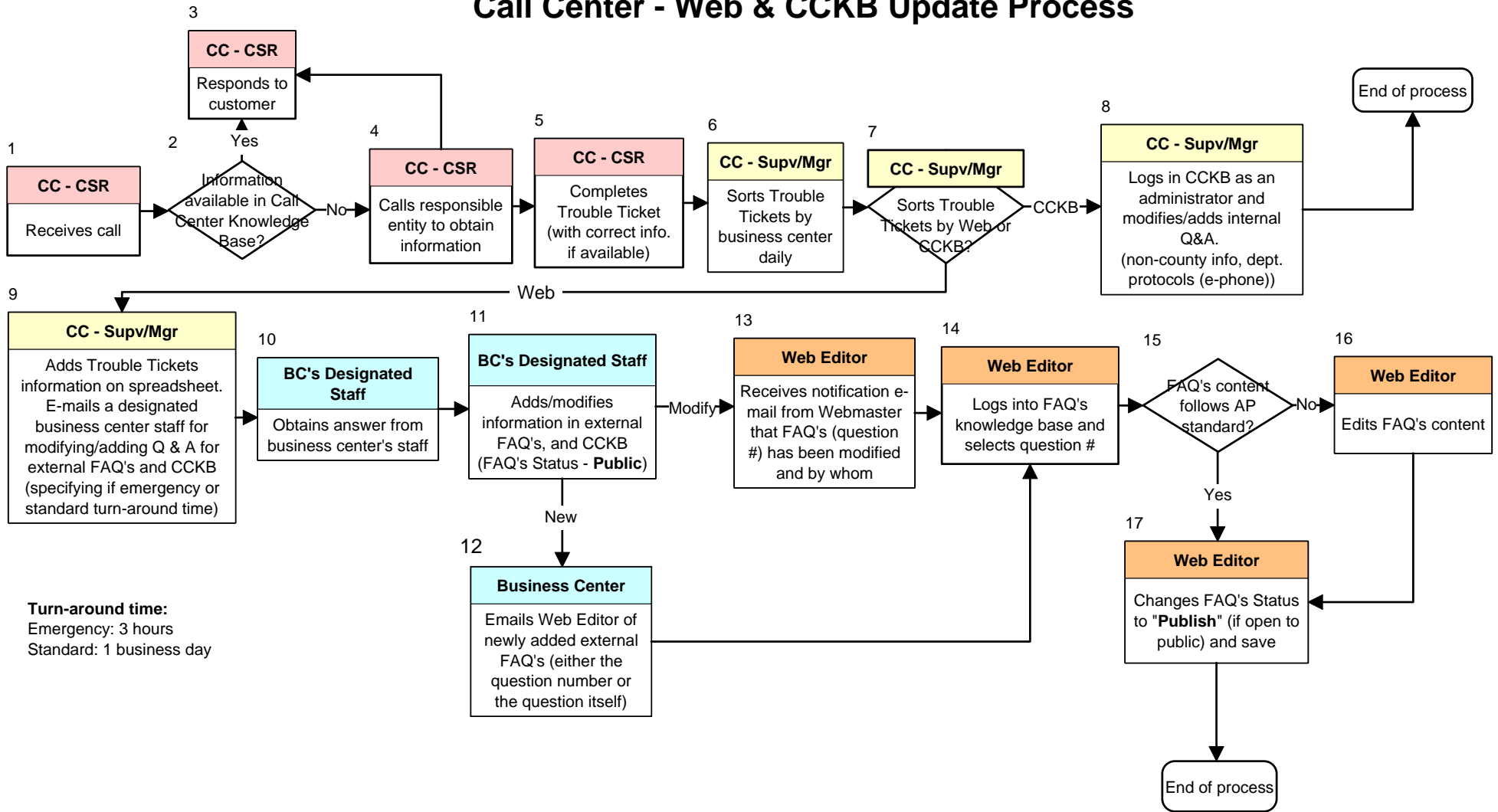


Call Center - Web & CCKB Update Process



Turn-around time:
Emergency: 3 hours
Standard: 1 business day