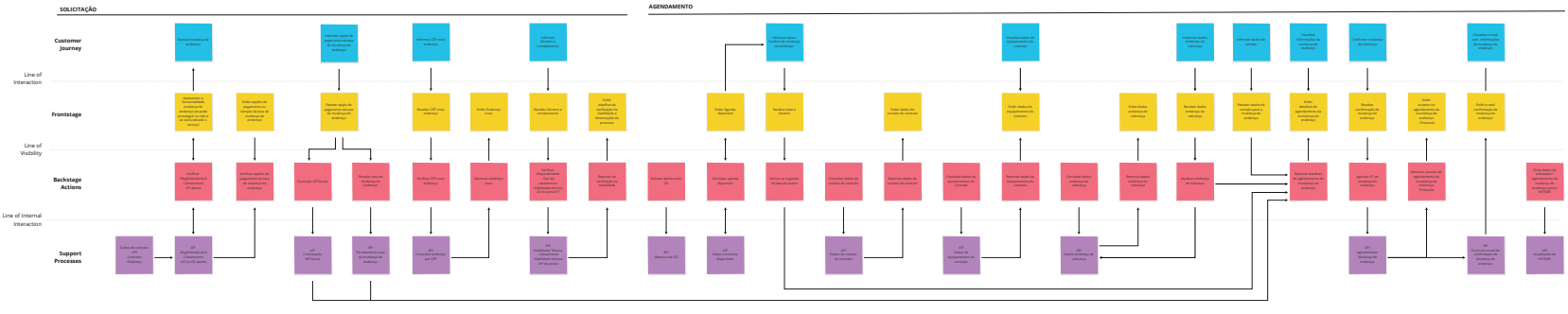
SOLICITAÇÃO
AGENDAMENTO
Customer Journey
Line of Interaction
Frontstage
Line of Visibility
Backstage Actions
Line of Internal Interaction
Support Processes