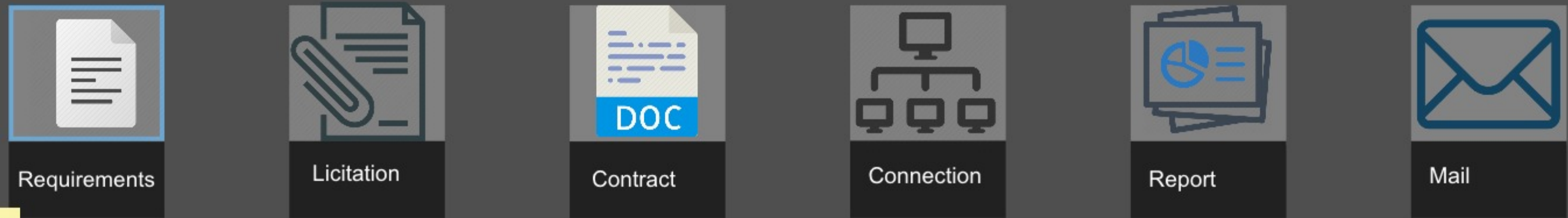
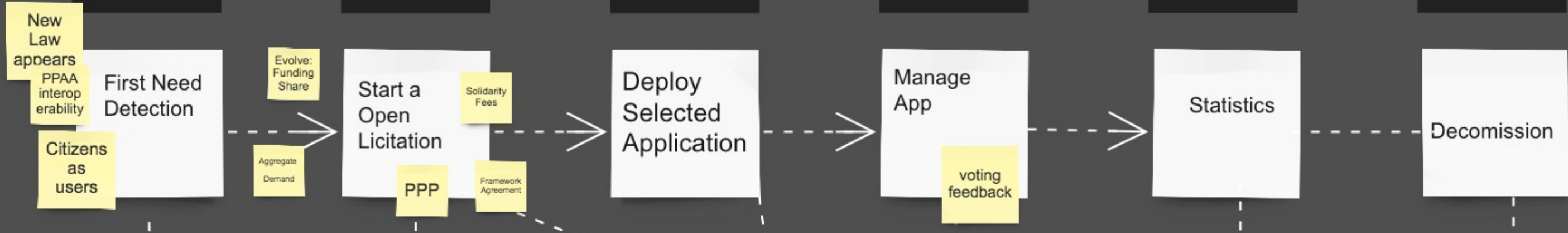


Physical Evidence



Customer Actions



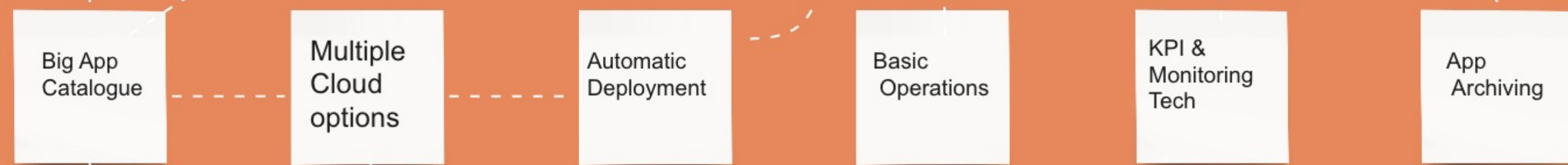
Front of Stage Interactions

Line of interaction



Back of Stage Interactions

Line of visibility



Support Processes

Line of internal interaction

