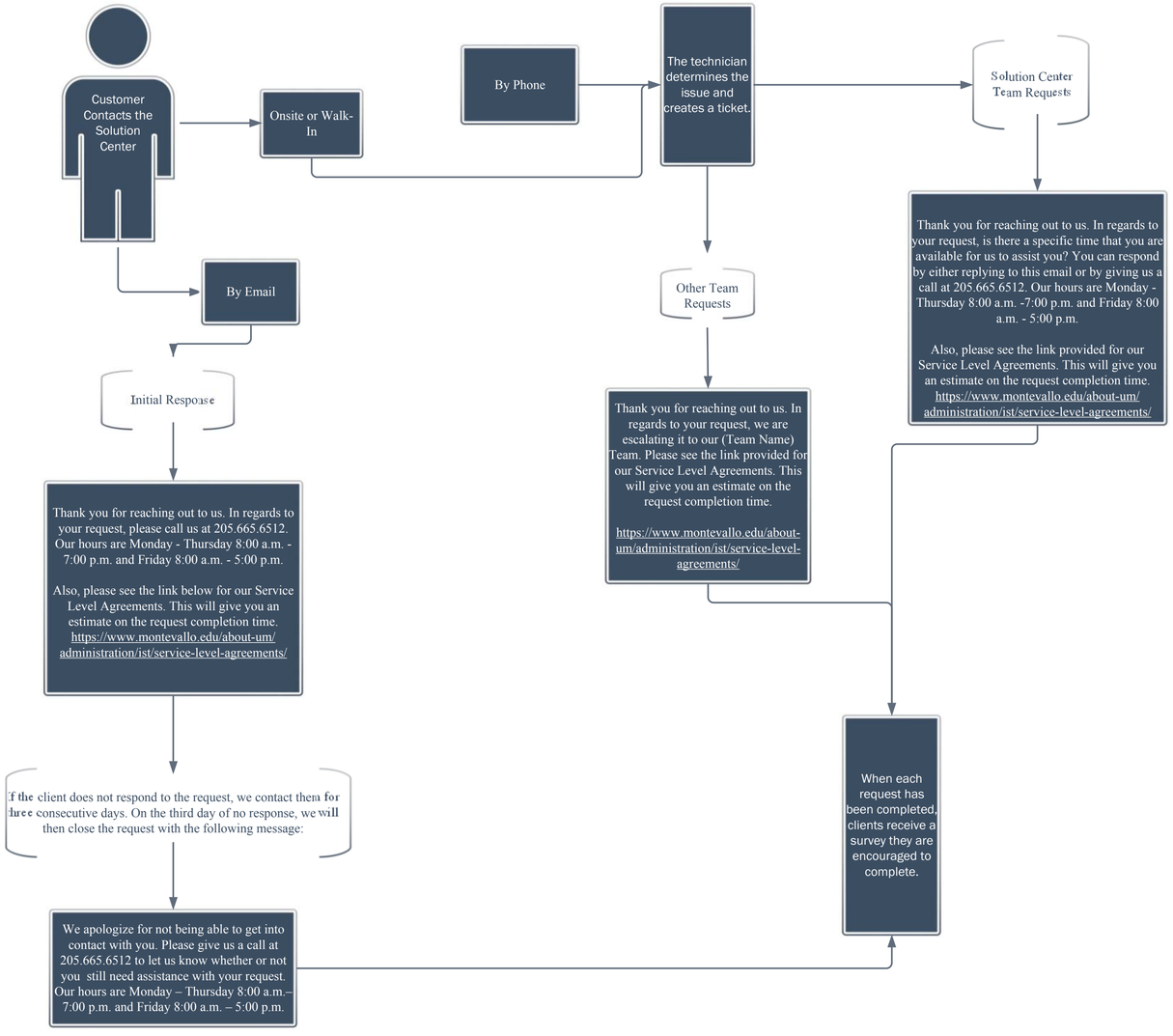Solution Center Ticket Communication Workflow