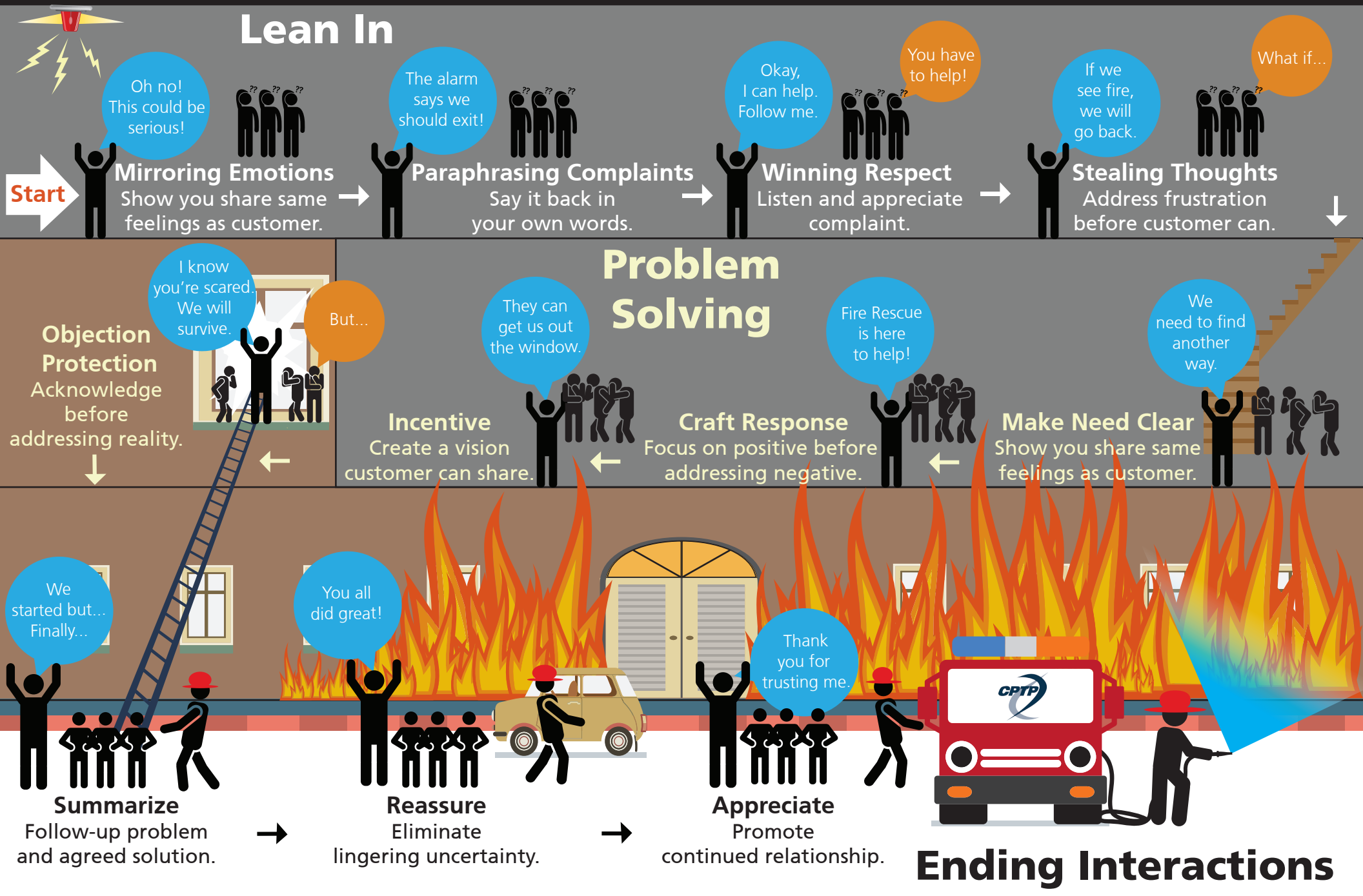Customer Service III: Crisis Prevention Techniques