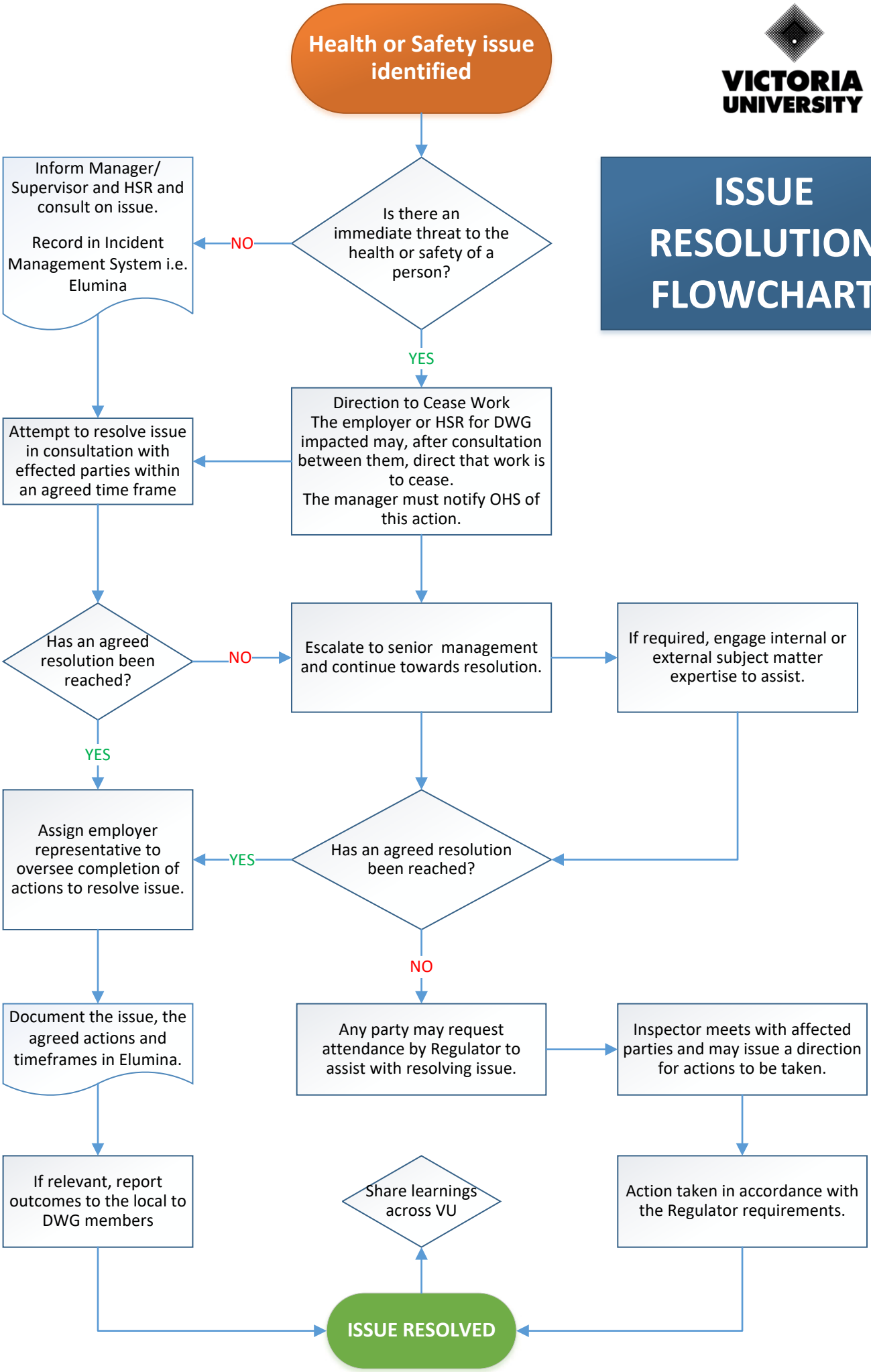ISSUE RESOLUTION FLOWCHART