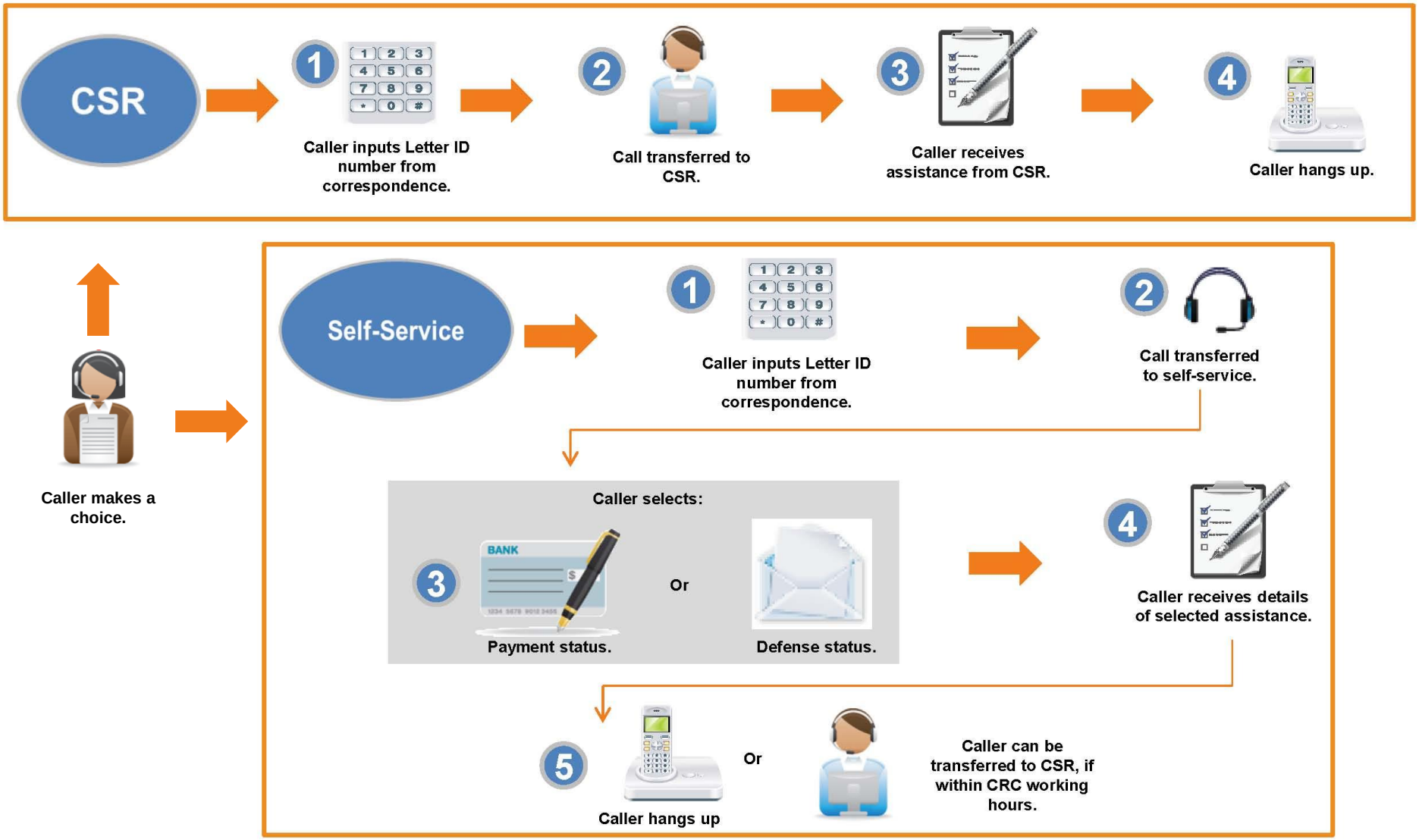Overview of Automated IVR Case Status