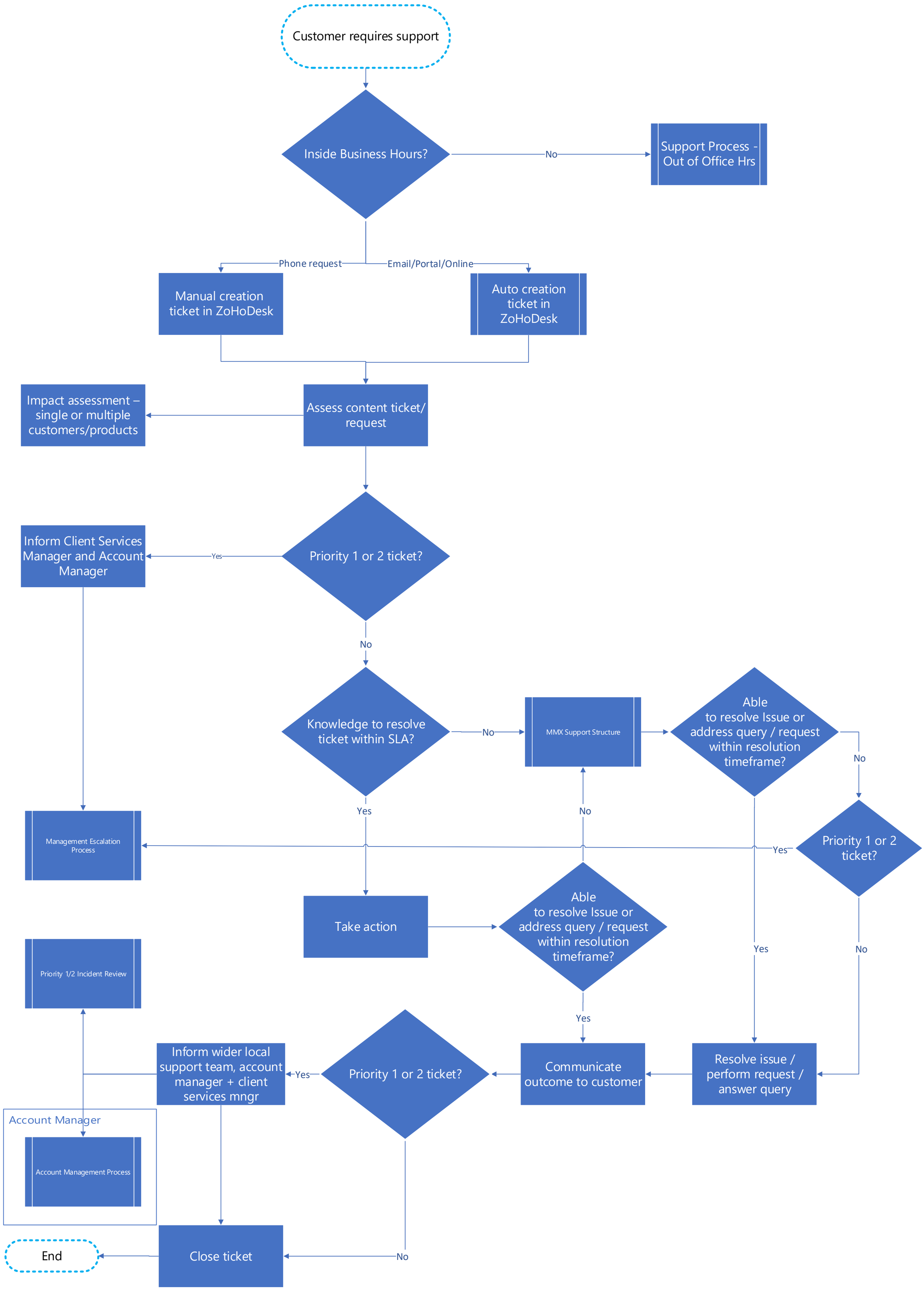Support Process - Business Hours