

1. " " ,
2. "Skills" ,
3. " " ,
4. " " ,
5. " " ,
6. " " ,
7. " "

- The image's data is missing.

1.1. "

(-)

1.2. "Skills"

(-) .

1.3. " "

• • •

$$\vdots$$

- - ;
● - , ;
● - , ;
● - , ;
● - , ;
● - , ;
● ID - .

$$\vdots$$

- - 0,
- - 3,
- - 2, ;
- **Break out** - . , , " " " " , ,

$$\begin{array}{c} \bullet \\ \bullet \end{array}$$

- Wrap up**

1.4. " "

• •

1.5. " "

• •

1.6. ""

-
-
-
- Break out

1.7. ""

- - ;
- - , ;
- - , ;
- - , ;
- - , ;
- **Eff,occ** - (+ +) ;
- **ACD** - , ;
- - , ;
- - , ;
- - , () ;
- - ;
- - (-) ;
- - ;
- - ;
- **agent_id** - .