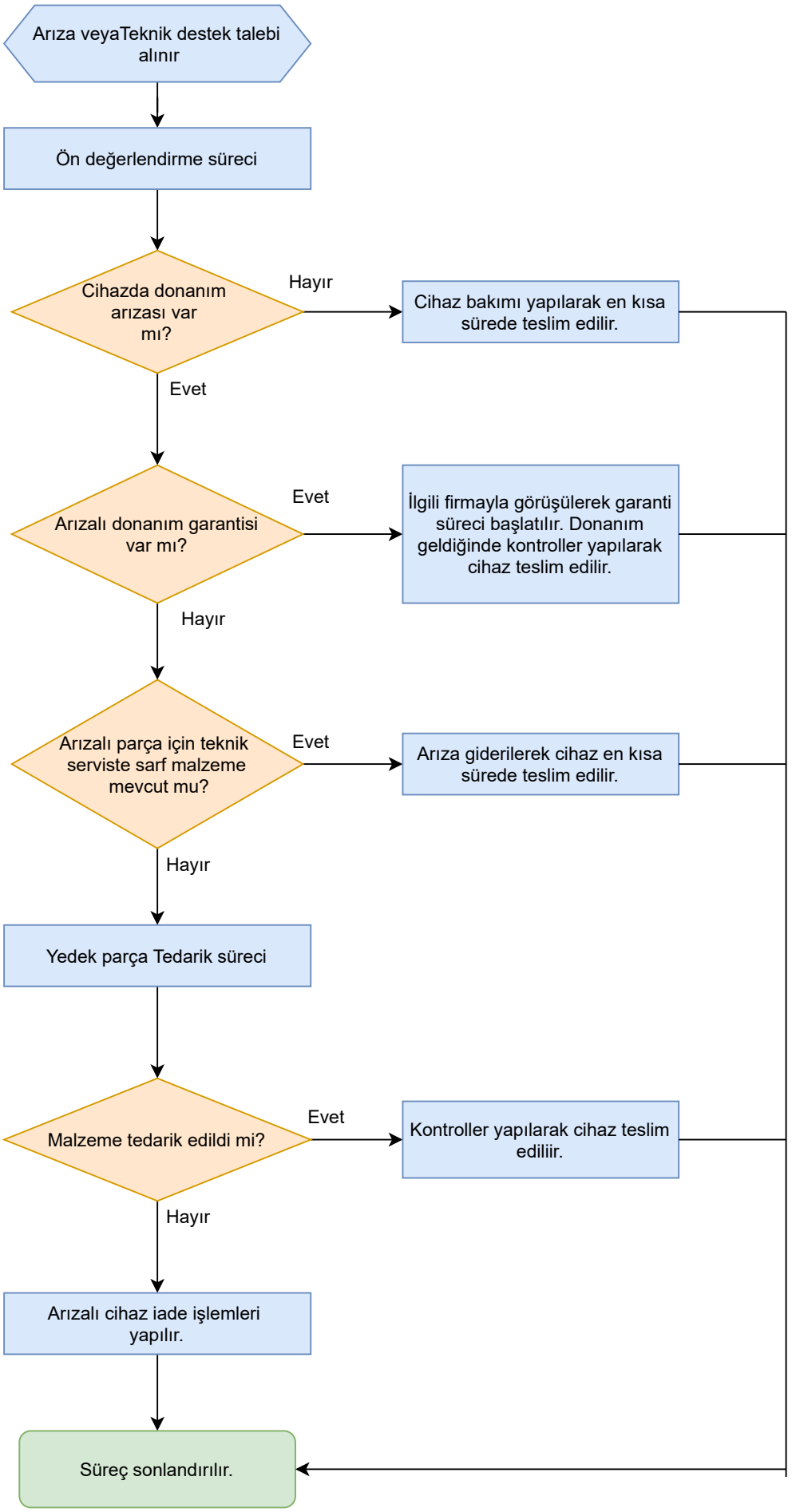Teknik Destek İş Akış Şeması