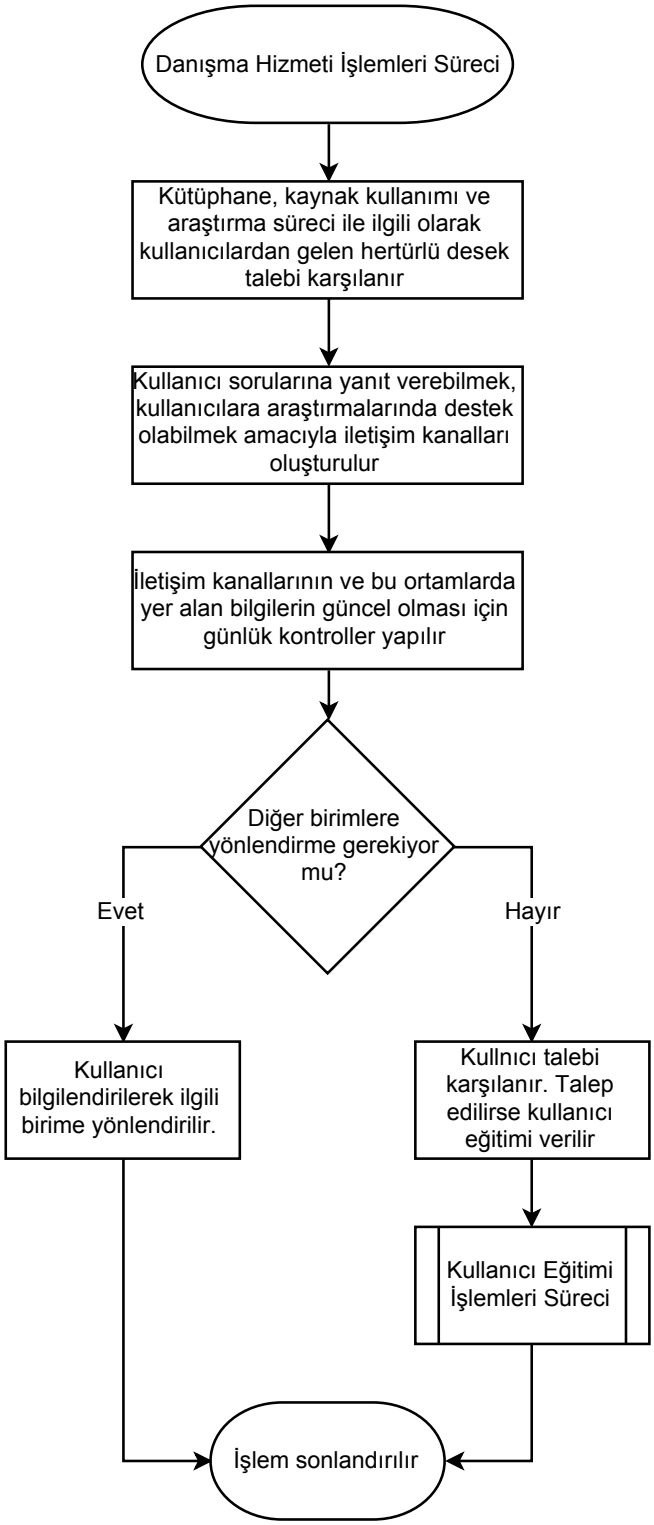Danışma Hizmeti İşlemleri Süreci