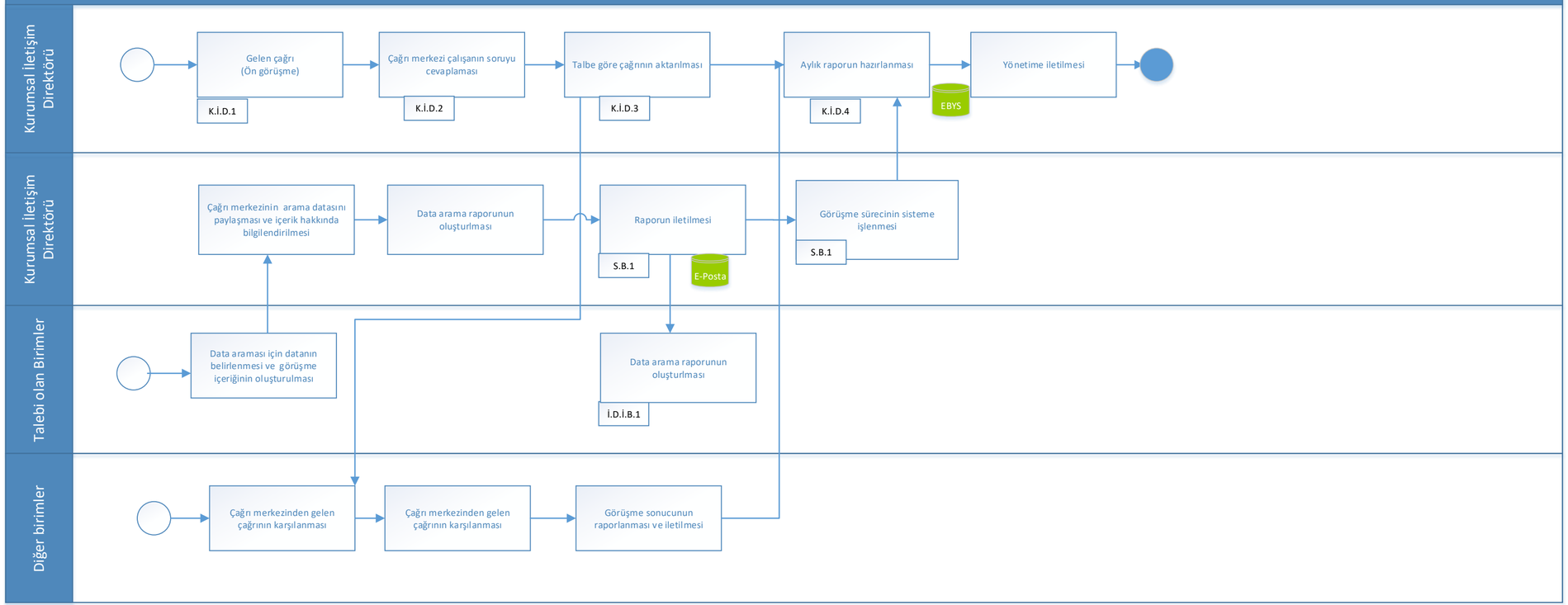İA.İLO.001.Çağrı Merkezi Süreci İş Akışı