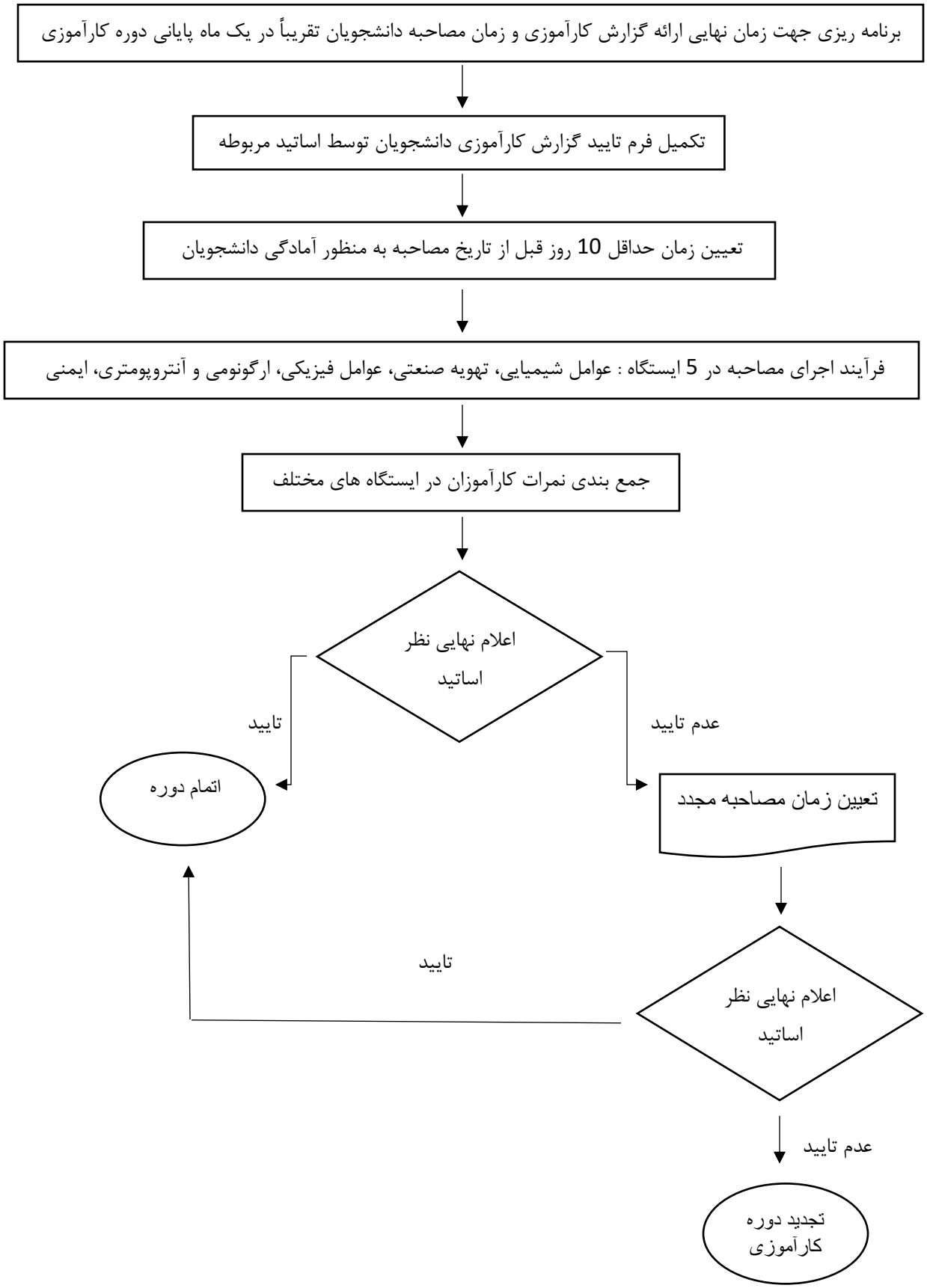فلوچارت روند انجام مصاحبه