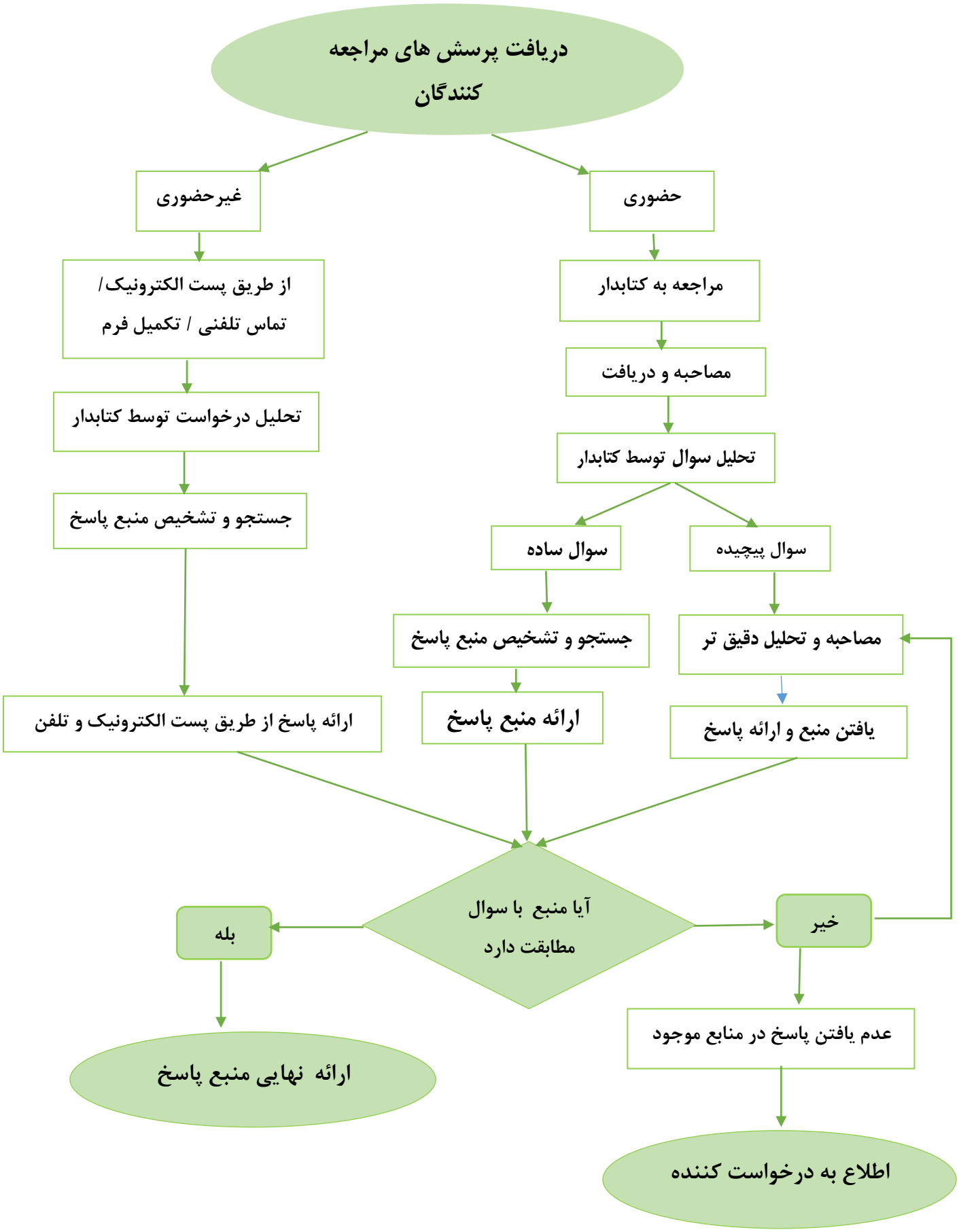فرایند مشاوره اطلاعاتی