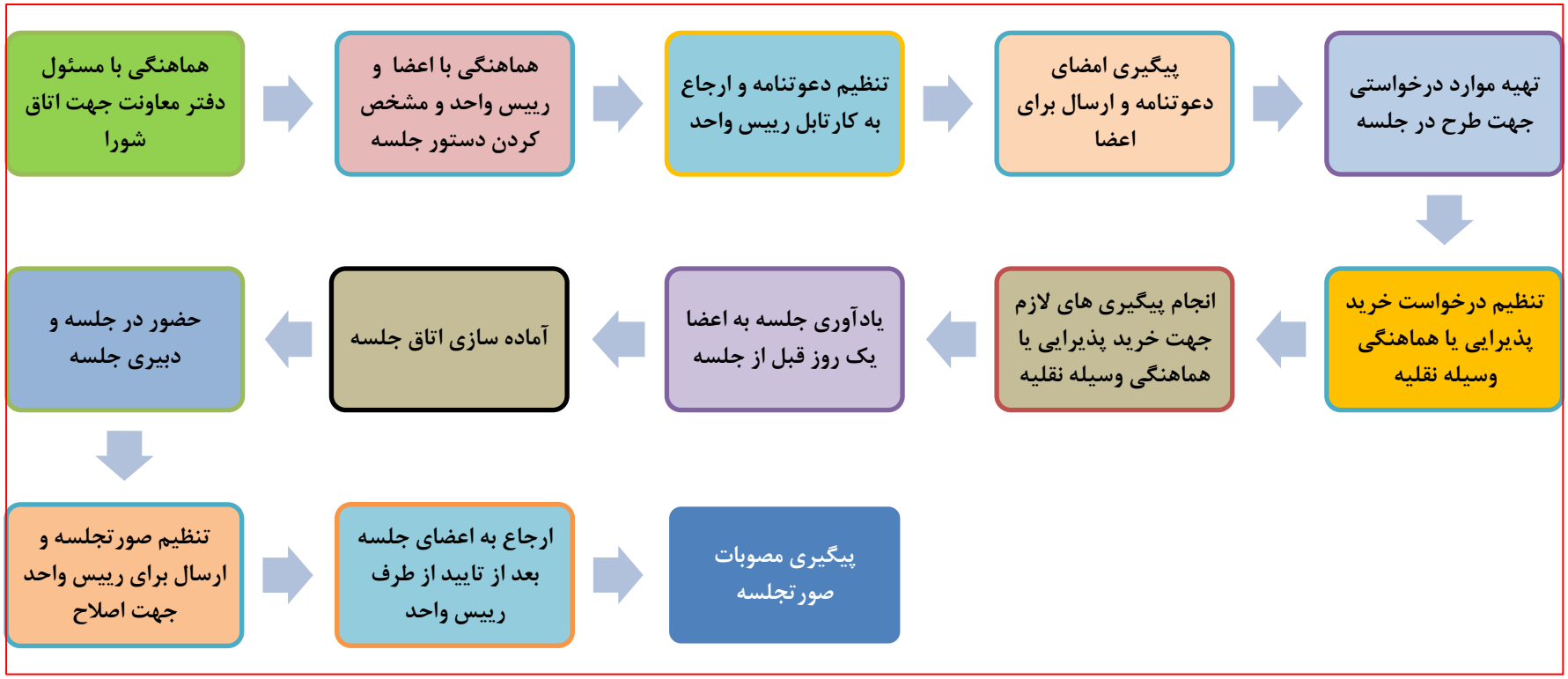فرآیند تنظیم جلسه یا بازدید