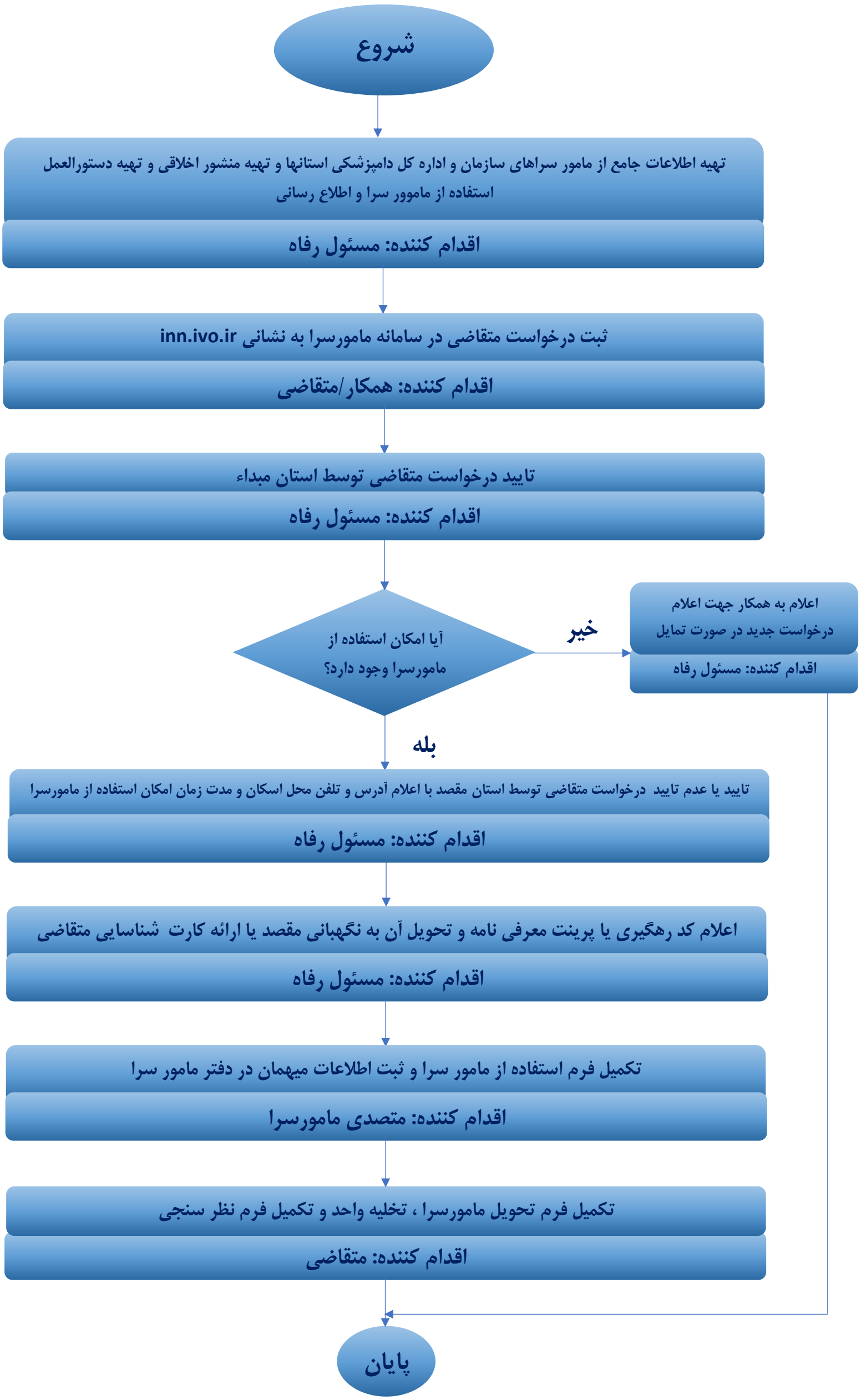"فرآیند استفاده از مامورسرا"