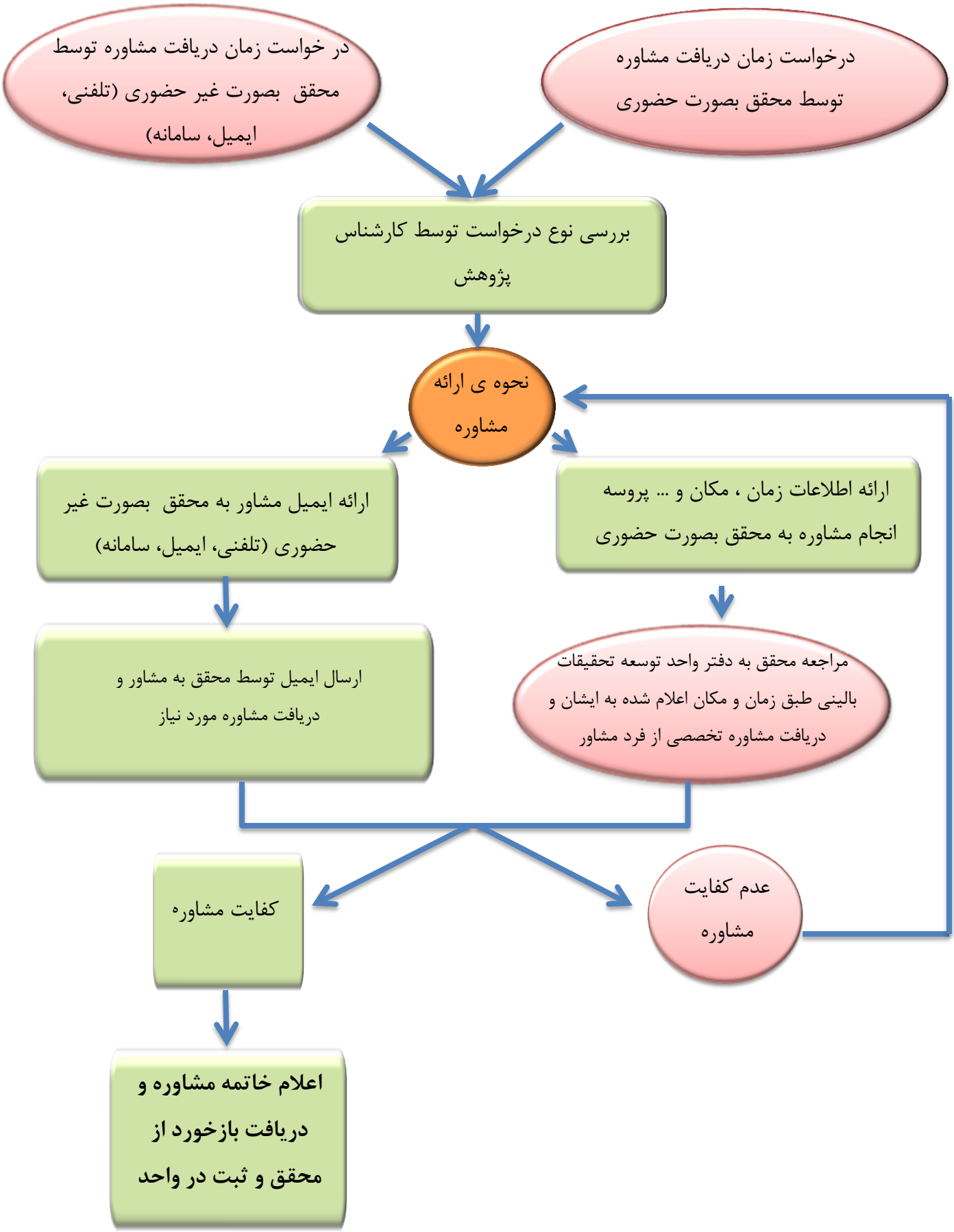فرایند پذیرش و انجام مشاوره