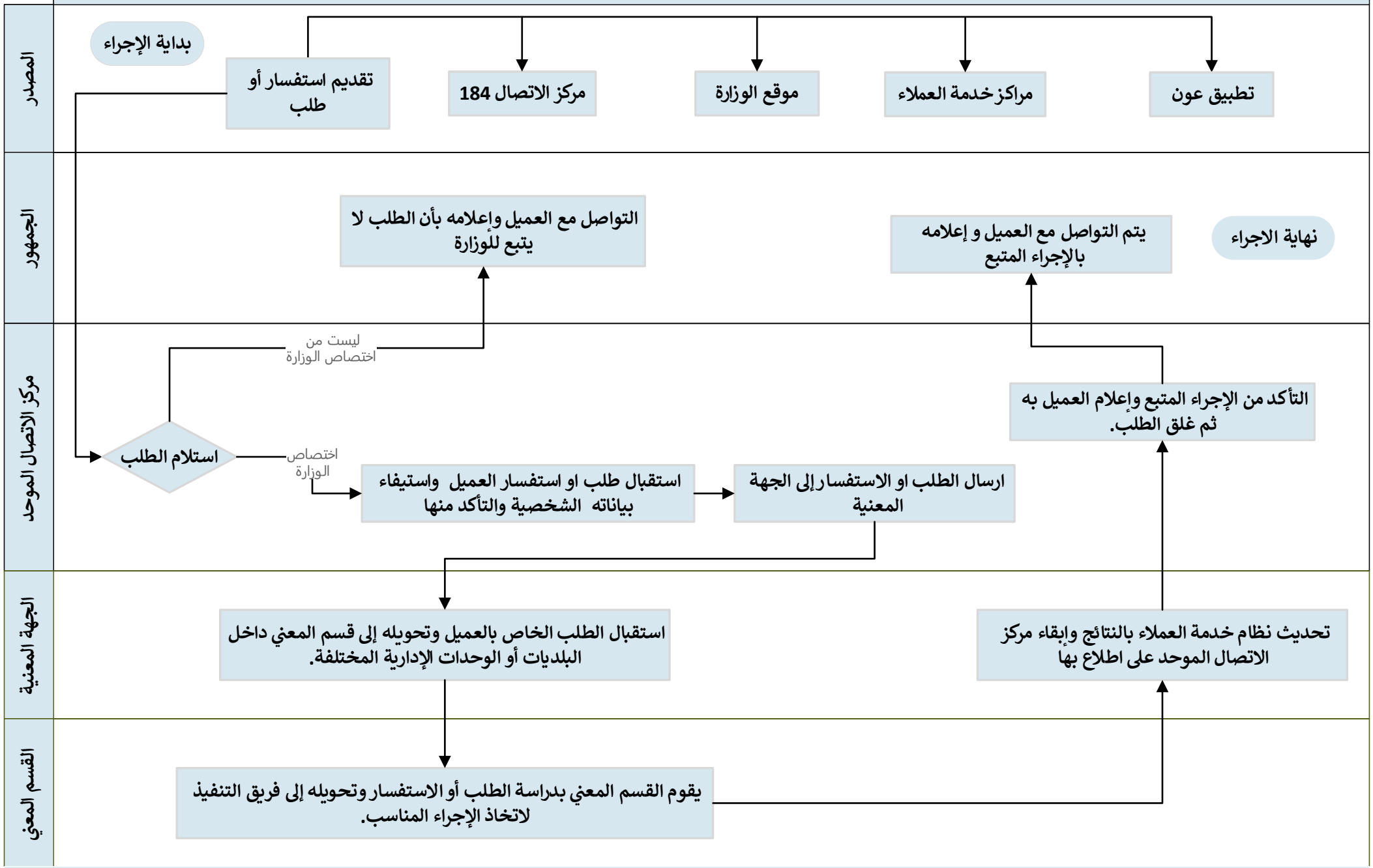الاستجابة على استفسارات العملاء