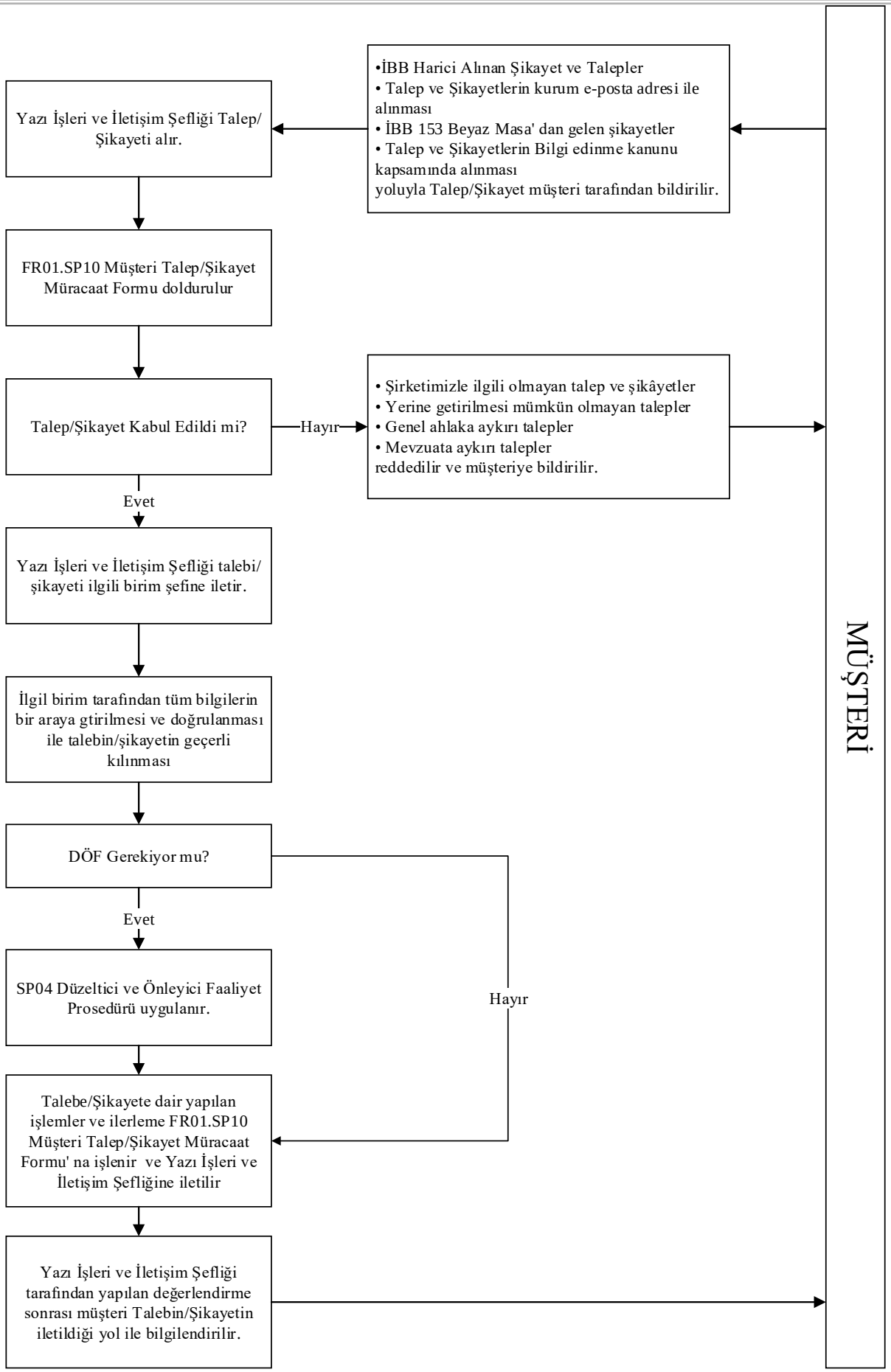MÜŞTERİ TALEP/ŞİKAYET İZLEME SÜRECİ