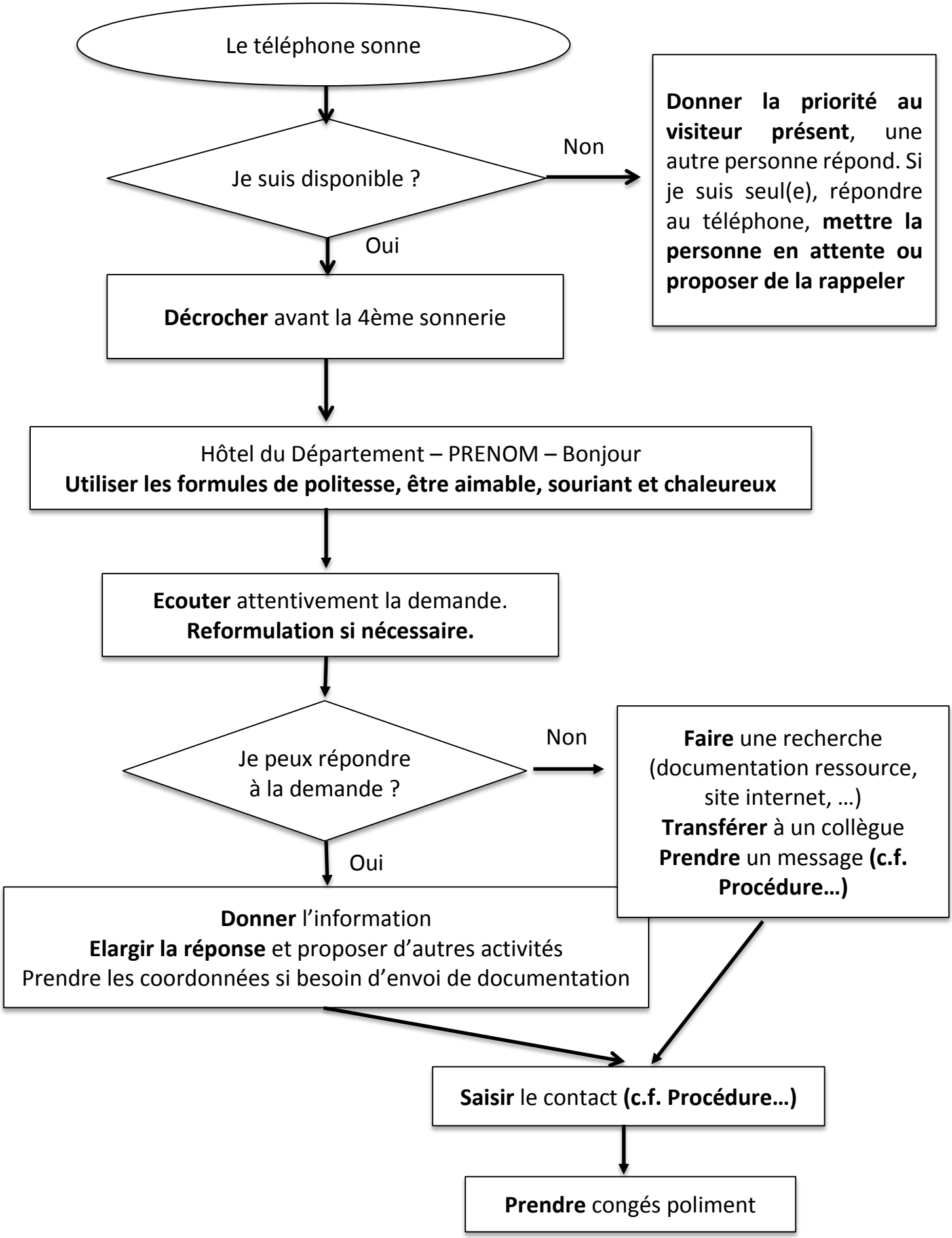LOGIGRAMME D'UN ACCUEIL TELEPHONIQUE