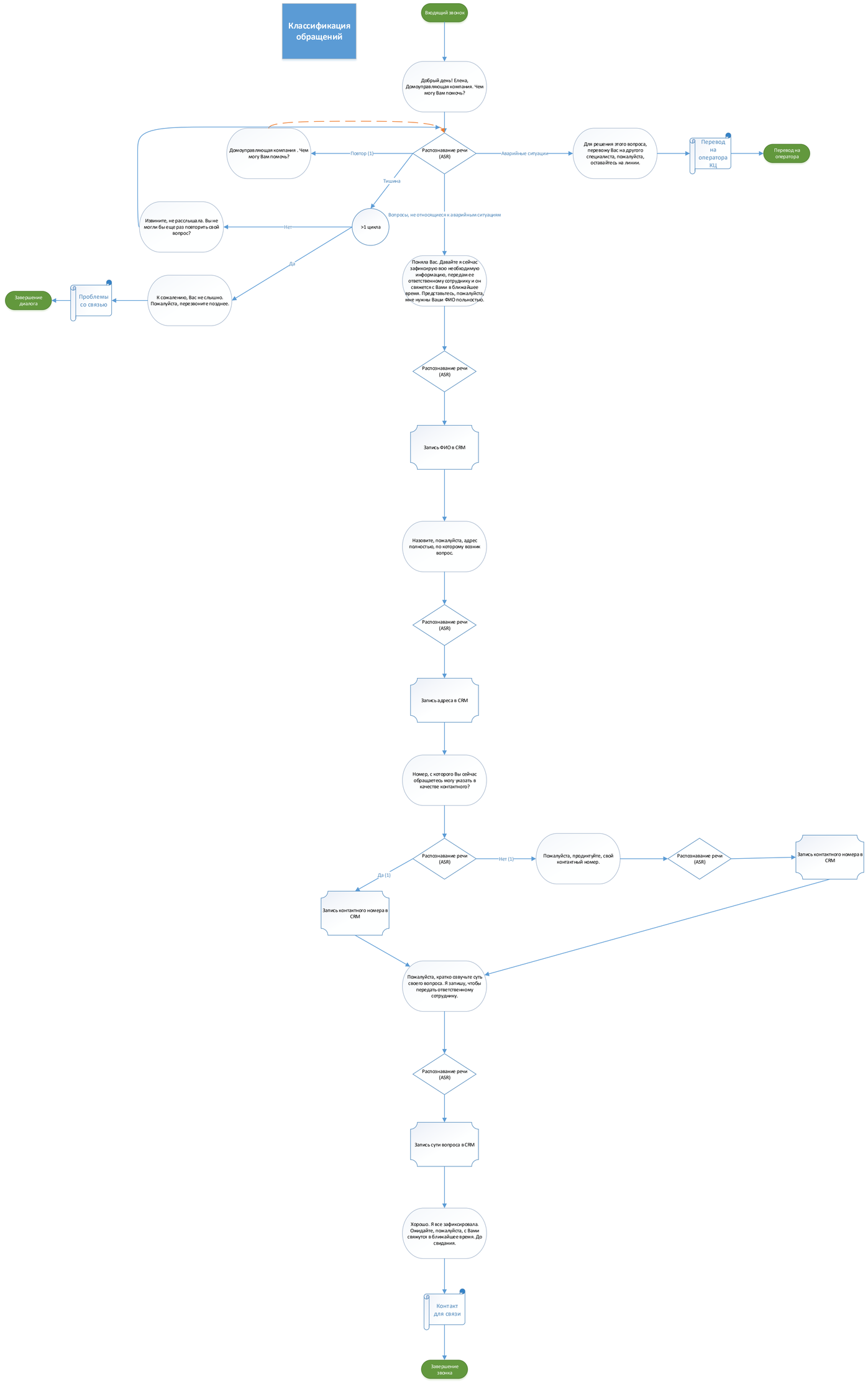# Классификация обращений