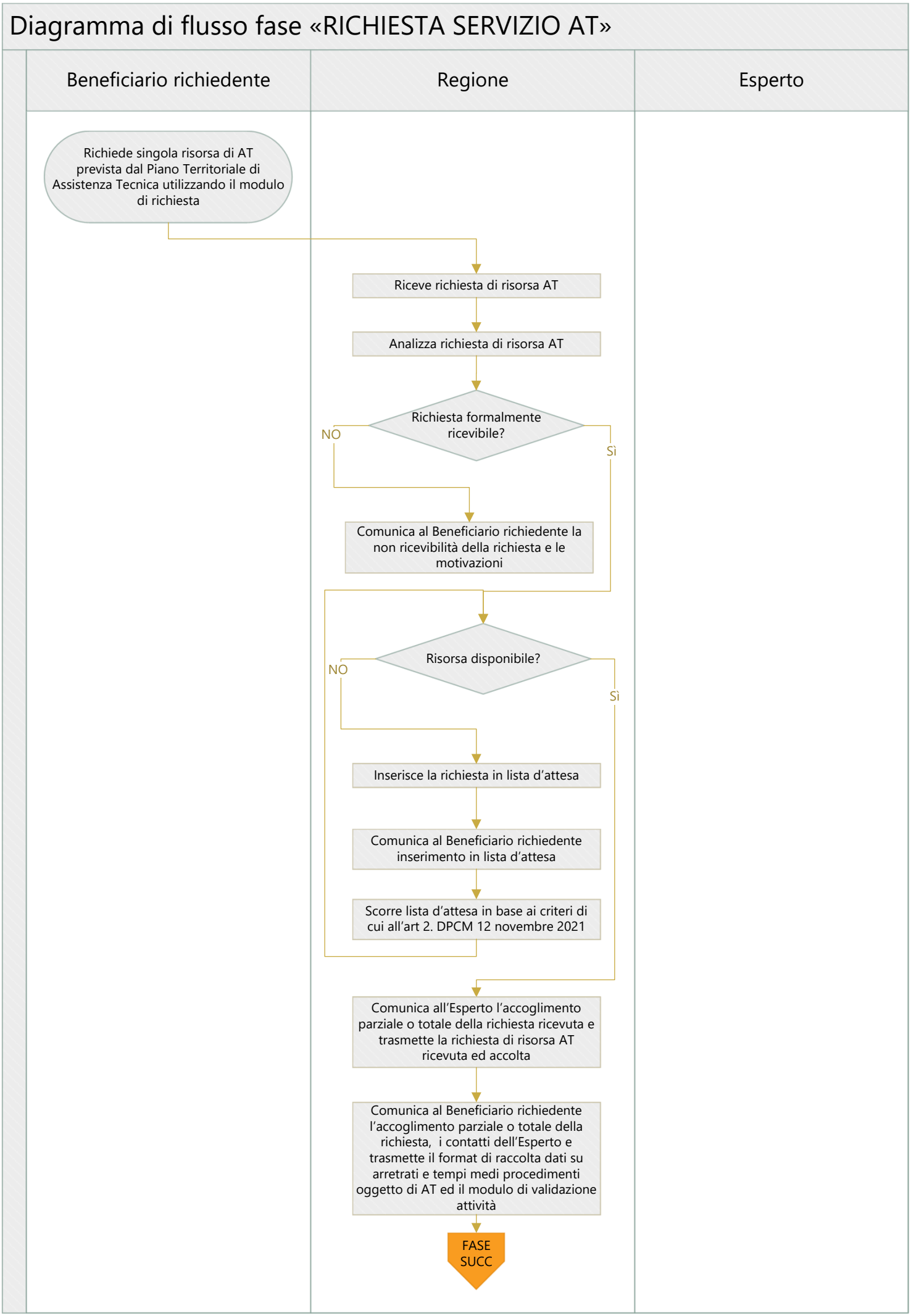Diagramma di flusso fase «RICHIESTA SERVIZIO AT»