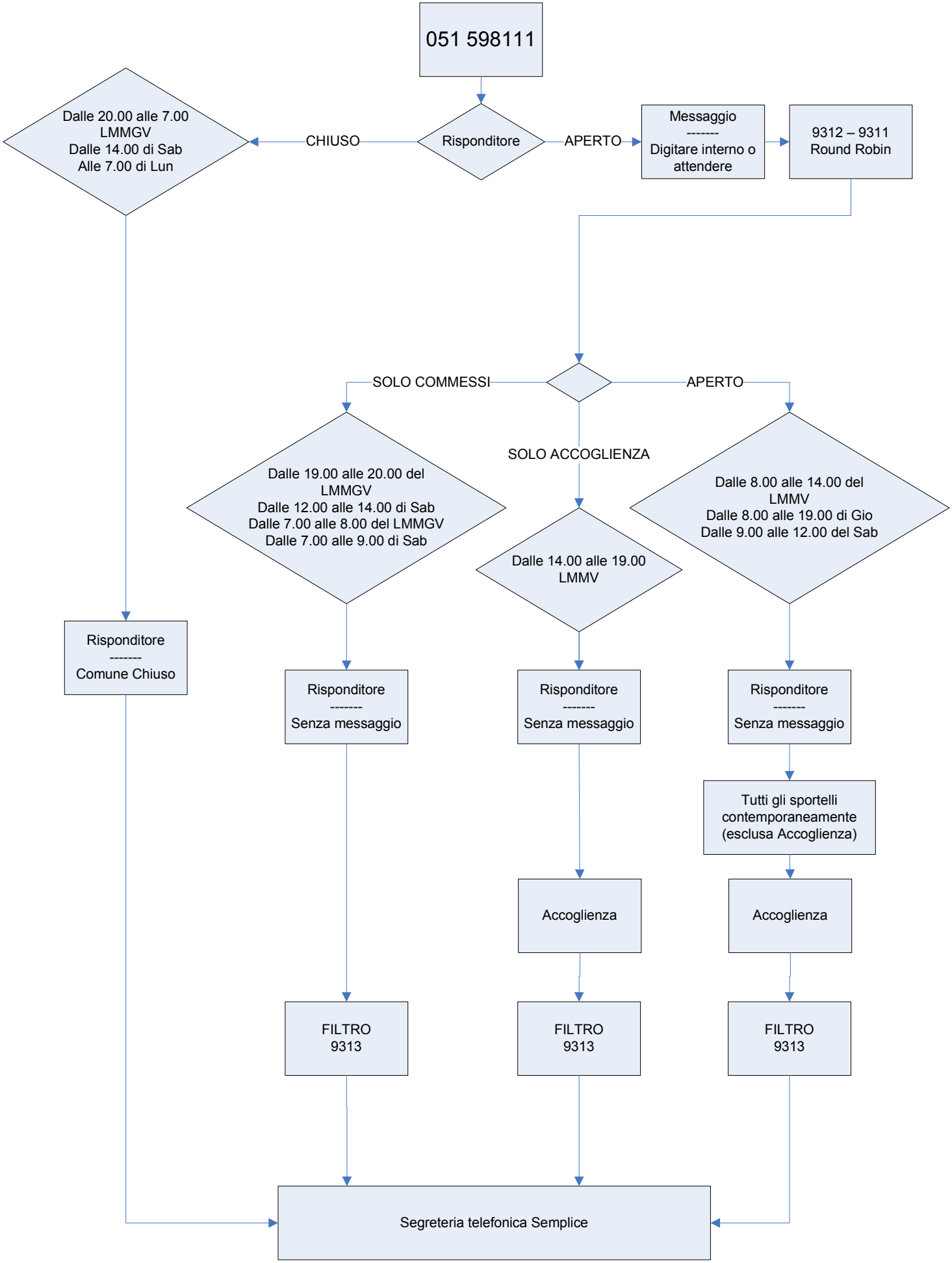Schema smistamento telefonate dello Sportello Polifunzionale