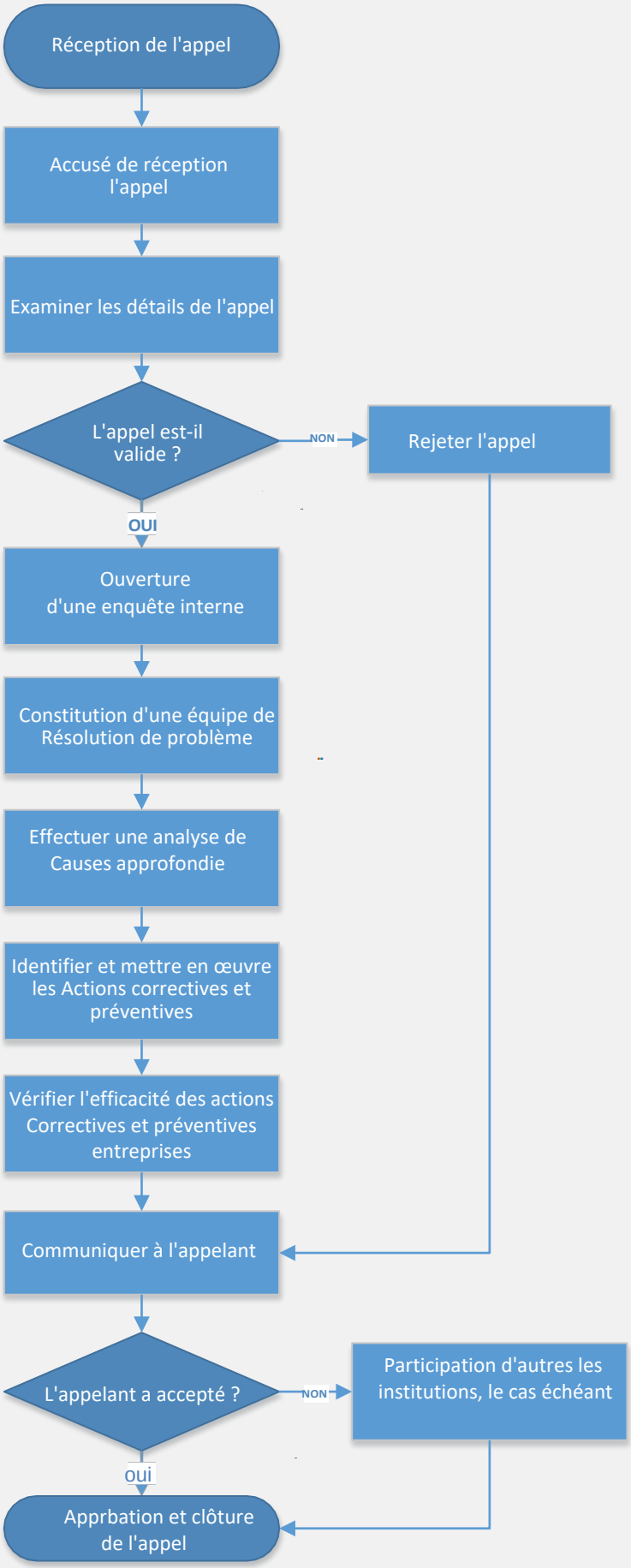Procédure de gestion des appels