# Facebook مادختساب Webex لاصتا نيوكت

# تايوتحملا

<u>ةمدق مل ا</u> <u>ةيساساًلا تابلطتملا</u> تابلطتملا ةمدختسملا تانوكملا <u>نىوكتلا</u> .ةىمقر ةانق رىفوت 1 ةوطخلا <u>.Webex لاصتا لخدم يف ةمدخ ءاشنا .2 ةوطخلا</u> <u>.ةىساسألاا ماەملا تاقڧدت لىزنتب مق .3 ةوطخلا</u> <u>. GitHub ل GitHub نم اق سرم نوكم قفدت لىزنت .4 ةوطخلا</u> <u>لى وختلاء دادعا. 5 ةوطخلا.</u> .Webex لاصتا لخدم يلع Facebook قي، صطت عاش ن 6. قوطخل Webex. <u>. Webex Contact Center لوؤسم لخدم يف راظتنا ةمئاقو لاخدا ةطقن ءاشناب مق .7 ةوطخلا</u> \_Webex لاصتا قفدت ىف ةىمومع تارىغتم نىوكت .8 قوطخلا <u>يف دوجوملا قفدتلا ىل Webex لاصتا زكرم لخدم نم راظتنالا ةمئاق نيىعتب مق .9 ةوطخلا </u> <u>WebEx. لاصتا لخدم</u> <u>. Facebook لئاسر قفدت ةفىظو نم ققحت .10 ةوطخلا</u>

# ەمدقملا

.Facebook مادختساب Webex Connect نيوكت تاوطخ دنتسملا اذه فصي

Cisco نم TAC سدنهم ،كوشتليناد الوكيم ةطساوب ةمهاسملا تمت

# ةيساسألا تابلطتملا

### تابلطتملا

:ةيلاتا عيضاوملاب ةفرعم كيدل نوكت نأب Cisco يصوت

- Webex (WxCC) 2.0 لاصتا زكرم •
- Facebook قڧدت نيوكت عم Webex لاصتا لخدم •

ةمدختسملا تانوكملا

ةيلاتا جماربلا تارادصإ ىلإ دنتسملا اذه يف ةدراولا تامولعملا دنتست:

- WxCC 2.0
- (EMI ايمسر) Webex لاصتا •

ةصاخ ةيلمعم ةئيب يف ةدوجوملا ةزهجألاا نم دنتسملا اذه يف ةدراولا تامولعملا ءاشنإ مت. تناك اذإ .(يضارتفا) حوسمم نيوكتب دنتسملا اذه يف ةمدختسُملا ةزهجألا عيمج تأدب رمأ يأل لمتحملا ريثأتلل كمهف نم دكأتف ،ليغشتلا ديق كتكبش.

# نيوكتلا

.ةيمقر ةانق ريفوت .1 ةوطخلا

ددح مث ، Control Hub > Contact Center > Digital ، ددح مث Provision Digital Channels.

MONITORING	Contact Contac
analytics	Contact Center
~ Troubleshooting	Features Connectors Bulk operations Settings
Reports	General Security Voice Desktop Digital
MANAGEMENT	Divital
요 Users	Provision digital channels for Webex Contact Center
AB Workspaces	Provision Digital Channels
🗀 Devices	
88 Apps	
🗈 Account	
Organization Settings	
SERVICES	
C Updates & Migrations	
○ Messaging	
% Calling	
Ontact Center	
@ Connected UC	
→ Hybrid	

ة.قاطب Custom Connectors نمض ةيمقرلا تاونقلا ةدهاشم كنكمي ،لصوملا ريفوت دعب

webex Control Hu	ıb		ද්
<ul> <li>Getting Started Guide ^</li> </ul>	Contact Contor		
Alerts center	Contact Center		
MONITORING	Features Connectors Bulk operations Settings		
al Analytics	Access your Salesforce account data to build custom routing	Access your Google Cloud account to enable Text-to-Speech	Set up a connector for Webex Experience Management to
~ Troubleshooting	algorithms.	capabilities in your routing scripts.	integrate customer experience data with existing systems of record
Reports			10000.
MANAGEMENT			
ය Users			
as Workspaces			
Devices	View Documentation	View Documentation	View Documentation
88 Apps	Set Up	Set Up	Set Up
Account			
Organization Settings	Custom Connectors (3)		
SERVICES	Active Connectors		
C Updates & Migrations	IMI OAuth Client Credential		
O Messaging			
€, Calling			
O Contact Center			
Connected UC			
Hybrid			
mykolatest	Add More		

< IMI OAuth Client Crede	ential								
Credentials	Name *								
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	Resource Domain *								
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	Client Secret								
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	Scope								
	Token URL								
	https://api-us-site-1.imiengage.io/api/v1/oauth/token								

## .Webex لاصتا لخدم يف ةمدخ ءاشنإ .2 ةوطخلا

لصف ديرت تنك اذإ وأ كب صاخلا رجأتسملل اهؤاشنإ مت تامدخ يأ كلتمت ال لازت ال تنك اذإ ةديدج ةمدخ ءاشنإ عاجرلا ،نيرخآلا نيمدختسملا نع كب ةصاخلا لماكتلا تايلمع عيمج.

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56			55 66565 61 663661	or journeys. Too can										
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ةيساسألا ماهملا تاقفدت ليزنتب مق .3 ةوطخلا.

.Closed Workflows و Routed, Modified لثم Core Task Flows، مادختساب رجأتسملا نيوكت بجي



#### Workflows Overview:

- Channel specific inbound workflows needs to be created per channel/trigger
- Routed workflow is 1 per instance and gets triggered when an agent clicks 'Accept' button in WxCC desktop.
- Modified workflow is 1 per instance and gets triggered when an agents attempts transfer/conference in WxCC desktop.
- Closed workflow is 1 per instance and is triggered when agents click on 'End' button in WxCC desktop.
- Routed, Modified, Closed workflows are readily available and can be uploaded to the tenant and then updated with the tenant specific configuration.

#### <u>Webex Connect.</u> نم Core Workflows ليزنت

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CiscoDevNet/webexcc-digital-channels												
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	gunnam23 Pushed the changes to Handled the plain test	2b7721d on May 10 🕄 History										
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	Pacebook Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago									
	Live Chat Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago									
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	SMS Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago									
	Task Close Flow.workflow.zip	Pushed the individual zip for flow templates	3 months ago									
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### .كانه تاقفدتلا هذه ةفاضتساو ةباوب Webex Connect يف ةلصفنم تامدخ ءاشنإب ىصوي

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00 11 11.	Services - Core Click to edit service descript	Task Flows Ton. E.g., 'This service is for appointment remindens'.	Rules 🚸	АРІ					🕸 Settings	
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		Check out our guide to building flows here.	C	Close_Flow Flow Id:14579		Live	Enabled	166	٠	
		If you've got more questions after reading through it, just ask. We're always here to help.	C	Modified_Flow Flow ld:14578		Live	Enabled	1	٠	
		Create Flow	C	Routed_Flow Flow Id:14577		Live	Enabled	163	٠	

GitHub ل GitHub نم اقبسم نوكم قفدت ليزنت .4 ةوطخلا

اقبسم اەنيوكت مت يتلا تاقفدتلا ضعب كانە .ةيادبلا نم قفدتلا ءاشنإ كيلع بجي ال <u>لاصتا تاقفدت</u> ىلإ لقتنا .اەمادختسإ كنكمي يتلاو

.كوب سيف لماكت قفدت ليزنتو

	Product 🗸 Team Enterprise Explore 🗸 Marketp	place Pricing $\vee$	Search 7 Sign	in Sign up
GiscoDevNet/webexcc-digital-	channels (Public)			☐ Notifications 및 Fork 3 ☆ Star 7 -
↔ Code ⊙ Issues \$1 Pull requests ()				
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	Live Chat Close Flow.workflow.zip	Pushed the individual zip for flow templates	3	months ago
	Live Chat Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3	months ago
	SMS Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3	months ago
	Task Close Flow.workflow.zip	Pushed the individual zip for flow templates	3	months ago
	Task Modified Flow.workflow.zip	Pushed the individual zip for flow templates	3	months ago
	Task Routed Flow.workflow.zip	Pushed the individual zip for flow templates	3	months ago
	WAB Inbound Flow.workflow.zip	Pushed the individual zip for flow templates	3	months ago

#### Services. تحت Flows تحت مل الماي المان ا

.Create Flow رقنا

Services - Mykola_LMI         Dick to edit service description. E.g., This service is for appointment reminders:         Image: Disable of the point of the									
<ul> <li>▲ Dashboard</li> <li>▲ Flows</li> <li>&gt; Rules</li> <li>&gt; API</li> <li>▲ Settings</li> <li>▲ Sort By</li> <li>Newest</li> <li>&gt; Create Flow</li> <li>&gt; For wexcution data atown below is for last 30 days</li> <li>&gt; Create Flow</li> <li>&gt; For wexcution data atown below is for last 30 days</li> <li>&gt; Trigger Flow</li> <li>&gt; Status</li> <li>&gt; Status</li></ul>	>	Services - Mykola_IMI	This service is for appointment reminders'.						
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تامدخلا ىل ەليمحتل ەتالفإو اقبسم ەنيوكت مت يذلا قفدتلا بحسا.

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# ليوختلا دادعإ .5 ةوطخلا.

.Integrations قوف رقنا مث Assests ىلإ لقتنا

	Assets ation Type
+ عر	Numbers
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	Integrations tegration ID: a_1660169606185243

.Webex CC Engage integration تحت ضيوفتلا نيوكت

00	< Manage Integration - Prebuilt Integration												
-17													
d.		Integrati	on Details										
		Name		1	/ebex CC Engage								
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، عر	Service : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock												
		Flows : Routed_Flow, Modified_Flow, Close_Flow, Email_Flow, Facebook_Flow, LiveChat_Inbound, LiveChat_Close, bhusures_fb_flow, bhusures_imi_email_flow, bhusures_imi_chat_flow, bhusures_imi_chat_close_flow, Social_check, SMS_working_flow, Jeevan_IMI_Chat_Flow, TAC_LiveChat_Dock3, Fb_Flow, Bala_chat_flow, Clsco_Live_Chat_Flow_v1, gmailemailoauth2_Flow, Facebook flow Mykola, Email_inbound											
		Rules		:	NA								
		Tenant Id	enant Identifier :		× 0								
		Validate	Signature	:	Disabled								
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		Authoriza	ation	1	Disabled								
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			Authorization		Auth Type	Grant Type	Status	Action					
?→		>	WxCC Engage Au	thoris	ation oauth2	client_credentials	Authorized						
		Nodes						Add Authorization					
			Node										

### يف يرس حاتفم ءاشنإو ضيوفتال نيوكت Webex CC Task integration.

< Manage Integra Integration Details	ation - P	rebuilt Inte	gra	tion								
	Integration [	Details										
	Name		ſ	Webey CC Task								
	Name		L	Hebex oo lask								
	Description	: Make CRUD operations on WxCC task APIs										
	Service	ice : Core Task Flows, Anuj_imi_service_V2, bhusures_IMI_New_Integration, Jeevan_Test_Service, TAC_Dock3, Bala_IMI_Integration, Cisco_Live_Test_Anuj_Ramiro, Mykola_IMI, New_TAC_Email_Dock s : Routed_Flow, Modified_Flow, Ciose_Flow, Email_Flow, Facebook_Flow, LiveChat_Inbound, LiveChat_Close, bhusures_fb_flow, bhusures_iniemail_flowbhusures_iniished_Active_bhusures_iniished_active_bhusures_fb_flow,										
	Flows											
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	> v	VxCC Authorisation			oauth2	authorization_code	Authorized	~				
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# .Webex لاصتا لخدم ىلع Facebook قيبطت ءاشنإ .6 ةوطخلا

ىلع قىبطت Webex Connect ىلإ لقتنا، New App عاشنإل .لوخدلا ةطقن اساسأ وه لخدملا Assets ىلع قىبطت قوف رقنا مث

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00 II	Apps Configure Apps to send	and receiv	e messages from N	Nobile, Web, Email and Social Messaging Platform	15.								^	
ıl.			Q, Search Apps					onfigure New App						
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				0	FB_Mykola © (20) App ID : a_637926733345030000 Service - Mykola_IMI		61	14	•					
			•	RalCiscoLive 1 C (C) App ID : RA16165513 Service - RalCiscoLive 1		3	2	٠						
				Ciscolabuser7Chat C (RC) App ID : C116161920 Service - CiscoLive7 , Cisco Live		1	3	٠						

#### مساب كقيبطت ةيمستب مق Add Messenger Page.

00 Eii	Configure New App - Messenger your Facebook page with Webex Connect to start using the platform for sending and receiving messages over Facebook Messenger. You need to be an admin for the concerned Facebook Page for this. Refer docs. for more info
ıl. 22 -	Name ①     Facebook test     Configure Outbound Webhooks     DOCS L <sup>4</sup>
, بو	Messenger Page Details You can add one of your Messenger pages in this application to send and receive Messenger messages from your customers. Learn more about messaging on Messenger in our docs.
	f ADD Messenger PAGE

Facebook دامتعا تانايب لخدأ .Facebook ىلع ةنيعم ةحفص ىلإ قيبطتلا نييعت نكمي ةحوتفم Facebook ةحفص ىلإ قيبطتلا نييعتل.

G Login to Facebook	× +					
← → C 🔒 facebook.co	m/login.php?next=https%3A%2F%2F	www.facebook.com%2Fv	8.0%2Fdialog%2Foauth%	3Fencrypted_query_strin	ig%3DAeC0Pu1ZuO-V5BJE	Dyz8S0qvNucH
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			Create a ne	ew account		

لماكتلا اذهل اهمادختسإ ديرت يتلا ةحوتفملا ردصملا ةحفصلا ددح.

Messenger Page Details You can add one of your Messenger pages	Select Messenger Pa	age			essaging on Messenger in our				
T ADD MESSENGER PAGE	We found the following pages in your Messenger account								
	IMI_Fb_Oemo AVAILABLE	Þ							
			CANCEL	CONFIRM					

.ةرادإلا ةباوب Webex Contact Center يف اهارن يڬل Webex CC عم Facebook ةحفص ليجست

ng Decembra is no Use rege			
e Details		REGISTER TO WEBEX CC CONFIGURE DUTBOUND WEBHOOKS	
an	Canton	Register to Webex CC - FB_TOI_App Are you sure you would like to register this app to Webex CC? Please note that once registered to Webex CC you cannot deregister this asset. SELECT SERVICE	
u	Distingt,	Select Service	
lins	Charling	CANCEL REGISTER	
Plugins			

لوؤسم لخدم يف راظتنا ةمئاقو لاخدا ةطقن ءاشناب مق .7 ةوطخلا Webex Contact Center.

. Provisioning > Entry Point ىلإ لقتنا ،لخدم Webex Contact Center ليغشت



و Channel Type - Social Channel, Social Channel Type - Facebook Messanger مادختساب ل|خدا ةطقن ءاشن| Asset Name.

للخدإلا ةطقنل هيجوت ةيجيتارتسإ يأ ءاشنإ كيلع بجوتي ال.

!- ; 0	=			w	ebex CC With WxC as PBX   Local Time	mdanyich mdanyich_ccp_produs_wxc	c2@email.carehybrid.com 👻	¢
	Webex CC With WxC as PBX	Entry Point ×						
	Entry Point						Help ③ Entry Points	> Edit
	General Settings							
		Name	Mykola_JMI_FB					
		Description						
		Туре	Entry Point					
		Channel Type	Social Channel					
		Social Channel Type	Facebook Messenger					
		Asset Name	FB_Mykola			*		
		Status	Active					
	Advanced Settings							
		Time Zone (Routing Strategies Only)	(GMT-05:00) Eastern Standard Time (Amer	ica/New_York)		¥		
	Associated Queues							
		Associated Queues						

Channel Type - Social Channel. مادختساب راظتنا ةمئاق ءاشنإ

Queue Routing Type ان أنكمي Longest Available Agent دأ Best Available Agent .

ةمئاقلا ىلإ قيرف ةفاضإ.

General Settings					
News	Makela INFER O				
Name	мукога-імінгіз-ц				
Description					
Туре	Queue				
Channel Type	Social Channel				
	Active				
olates					
Andread Develop Colling					
Contact Routing Settings					
Queue Routing Type	Longest Available Agent				
Commenting Distribution	Add a Generative Distribution Ge	to an address of the second	del en dela la encona da distributa anonante da escar barrar a desa la escar		
Conversation Distribution	Add a Conversation Distribution Gr progresses.	oup to associate one or more teams with this queue. A	od multiple groups to distribute conversations to more teams as time in	queue	
	+ Add Group				
	Group1			- × ×	
	Teams				
	Team Name	Site Name	Team Type		
	Team_HQ	WashingtonDC_HQ	Agent Based		
Advanced Settings					
Maximum Time in Queue	3600			seconds	
Time Zone (Routing Strategies Only)	Default (Tenant Time Zone)			٠	

### .Webex لاصتا قفدت يف ةيمومع تاريغتم نيوكت .8 ةوطخلا

.قباس تقو يف ةباوبلا ىلإ هليمحتب تمق يذلا Facebook قفدت حتفا

Click to edit service description. E.g., 'This ser	Services - Mykola_IMI Click to edit service description. E.g., "This service is for appointment reminders".									
d.	A Dashboard 🔒 Flows	Rules	API					\$\$ Settings		
<b>12</b> •	4 Flow Builder	Q, Search R	Sort B	y Newest	•			Create Flow		
۰ م <del>ک</del> ر	Flow builder is a visual designer with a library of nodes that you can drag and	Flow execution	data shown below is for last 30 days Flow		Status	State	Executions	Actions		
5	drop to create and test interactive customer journeys with little to no code. Check out our guide to building flows		Facebook flow Mykola Flow Id: 18257		Live	Enabled	15	•		

تادادعإلا ىلع رقنا

<	Facebook flow Mykola					?   🌣   🚥
Þ	l i i i					+ main
					Agend Conversition	*

ةصصخملا تاريغتملا لوقح تحت ةماعلا تاريغتملا فيرعتب مق.

#### Flow Settings

General Flow Outcomes	Custom Variables									
Define values for custom variables yo	Define values for custom variables you have created in the flow.									
Variable Name 0	Default Value (Optional)	Externalize 0								
FBpageid	104482825663424		8							
appid	a_637926733345030000		8							
messengerPayloadObject			0							
messagetext			8							
attachmentURL			0							
nonPCIComplianceReasonObject			0							
conversationId			0							
isPCIValidationDone			0							
isPCICompliance	false		0							
dropCountAttachments	0		8							

مث Assets حتف .اقبسم ەؤاشنإ مت يذلا قيبطتلا يف appIDو FBpaPageld ىلع روثعلا نكمي قيبطتلا ددح.

Configure Apps to send and receive n	Apps Configure Apps to send and receive messages from Mobile, Web, Email and Social Messaging Platforms.									
ıl.	Q. Search Apps	Config	gure New App							
Assets	Арр Туре									
Numbers	All Apps * Message data shown below is for last 30 days									
5 Integrations	Channel Apps (37)	Messages Sent Messages Received	Actions							
	FB_Mykola ⓒ 🕲 App ID: a_637926733345030000 Service - Mytola_JMI	62 15	٠							

ميقك ەلاخدإ كيلع بجي يذلا PagelDو AppID ةيؤر كنكمي ،قيبطتلا حتفت امدنع .ةيمومعلا تاريغتملل

00 !i	< Manage App - Messer Link your Facebook page with Webex Co	nger nnect to start using the platform	for sending and	d receiving messages over Facebook Messenger. You need t	to be an admin for the concerned Fac	ebook Page for this. Refer <b>docs.</b> for m	iore info.
16 12 -		Name  FB_Mykola			Register To Webex CC Resignered on 2022-07-06 03:03:06.0 and assigned to Mykola_JM	Configure Outbound Webhooks	DOCS I
، بر ≣⊡		Messenger Page Detail Messenger page Mykola Test FB page ADMIN	s	Added By			
		Welcome Screen Persistent Menu	Disabled	Nick Danienuk			
		Whitelist Domains Page Discovery Plugins	Disabled				
		Message Us Message us plugin renders a SDK and the code snippet bel cdiv class="fb-messeng messenger app id="3822 (age_id="10446282556044 color="cblue"   white>"	button which whi ow to use this plu messageus" 598121398407" 14"	nen clicked on, redirects the users to the messenger and op lugin on your website.	ens a conversation with your page im	mediately. You must include the Messe	inger's JS
<b>⊘</b> , ,		size="«standard   large «/div»	:   xlarge>">				

## ىلٍ Webex لاصتا زكرم لخدم نم راظتنالا ةمئاق نييعتب مق .9 ةوطخلا لاصتا لخدم يف دوجوملا قفدتلا

ةلتك Queue Task نع ثحبا، Facebook قفدت يف



.ةباوب Webex Contact Center يف اقباس ەئاشنإب تمق يذلا عم Queue Name دادعإ

C Queue Task		Input Variables List of variables available as input	t for this node
Configuration Transition Actions (Optional)		Q Search	
Method Name		Custom Variables	[F18257]
Queue task *		Start	Node ID: 2
NODE RUNTIME AUTHORIZATION		Evaluate	Node ID: 9
WxCCTacRootConnect ~		Messenger	Node ID: 23
Task ID	Conversation ID	Search Conversation	
\$(flid)	\$(conversationId)		Node ID: 1687
Media Type 🕦	MEDIA CHANNEL ()	Create Conversation	Node ID: 1688
Social	Facebook Messenger	Re-open Conversation	
Queue details			Node ID: 1691
Mykola-IMI-FR-O		Append Conversation	Node ID: 1693
Queue routing Type: Longest available agent		Create Task	Node ID: 1607
L	_		Node 15. 1657

ماهملا لوبقل زهاج قفدتلا نإف يلاتلابو Make Live ىلع رقنا ،قفدتلا نيوكت دنع.

< FI w	B_TOI_TestFlow orking Draft		? 🌣 JSAVING MAKE LIVE
Utilities	Channels Integrations Q		+ main b
<b>ep</b>	Evaluate Run custom java script to branch flow based on code outcome.		
•[	Branch Run custom Java script and branch flow based on decisions.	Append Conversation*5	
	HTTP Request Make a HTTP request to your server and process the response.		
X	Delay Pause the flow for a preset duration or until a fixed date- time.		
	Data Parser Extract key-values from XML / 250N.	nooming Assage Evaluate for and the Conversation Conversa	Ad mErr. Queue Task
•	Data Transform Convert data using Apache VTL		
•	Call workflow Run another published workflow within current flow.		

# .Facebook لﺉاسر ﻕﻑﺩﺕ ﺓﻑﻱﻈﻮ ﻥﻡ ﻕﻕﺡﺕ .10 ﺓﻭﻃﺦﻝﺍ

ةحفص قوف رقناو Assets ىلإ لقتنا ،اەۋاشنإ مت يتلا Facebook ةحفص نم ةلاسر لاسرال Messenger

00	< Manage App	- Messenger with Webex Connect to start using the platform	for sending and receiving messages over Facebook Messenger.	. You need to be an admin for the	concerned Facebook Page for this. Re	fer docs. for
	more info.					
ıl.		Name ()				2000 F
<b>**</b> •		FB_Mykola		Register To Webex CC Resignered on 2022-07-06 03:03:06.0 and assigned to Mykola_IM	Configure Outbound Webhooks	DOCS E
، عر		Messenger Page Details				
		Messenger page				
		Mykola Test FB page				
		ADMIN	Added By			
		Nick Danilchuk	Nick Danilchuk			

هذه Facebook ةحفص نم لئاسر لاسرا كنكمي ،Facebook ىلإ لوخدلا ليجست دعب

M	Mykola Test FB page Real Estate	Send message
Home Reviews لت ليكولل نك	Videos Photos More ▼ ليكولا بتكم حطس ىلع ةلاسرلا يق	

ةمجرتاا مذه لوح

تمجرت Cisco تايان تايانق تال نم قعومجم مادختساب دنتسمل اذه Cisco تمجرت ملاعل العامي عيمج يف نيم دختسمل لمعد يوتحم ميدقت لقيرشبل و امك ققيقد نوكت نل قيل قمجرت لضفاً نأ قظعالم يجرُي .قصاخل امهتغلب Cisco ياخت .فرتحم مجرتم اممدقي يتل القيفارت عال قمجرت اعم ل احل اوه يل إ أم اد عوجرل اب يصوُتو تامجرت الاذة ققد نع اهتي لوئسم Systems الما يا إ أم الا عنه يل الان الانتيام الال الانتيال الانت الما