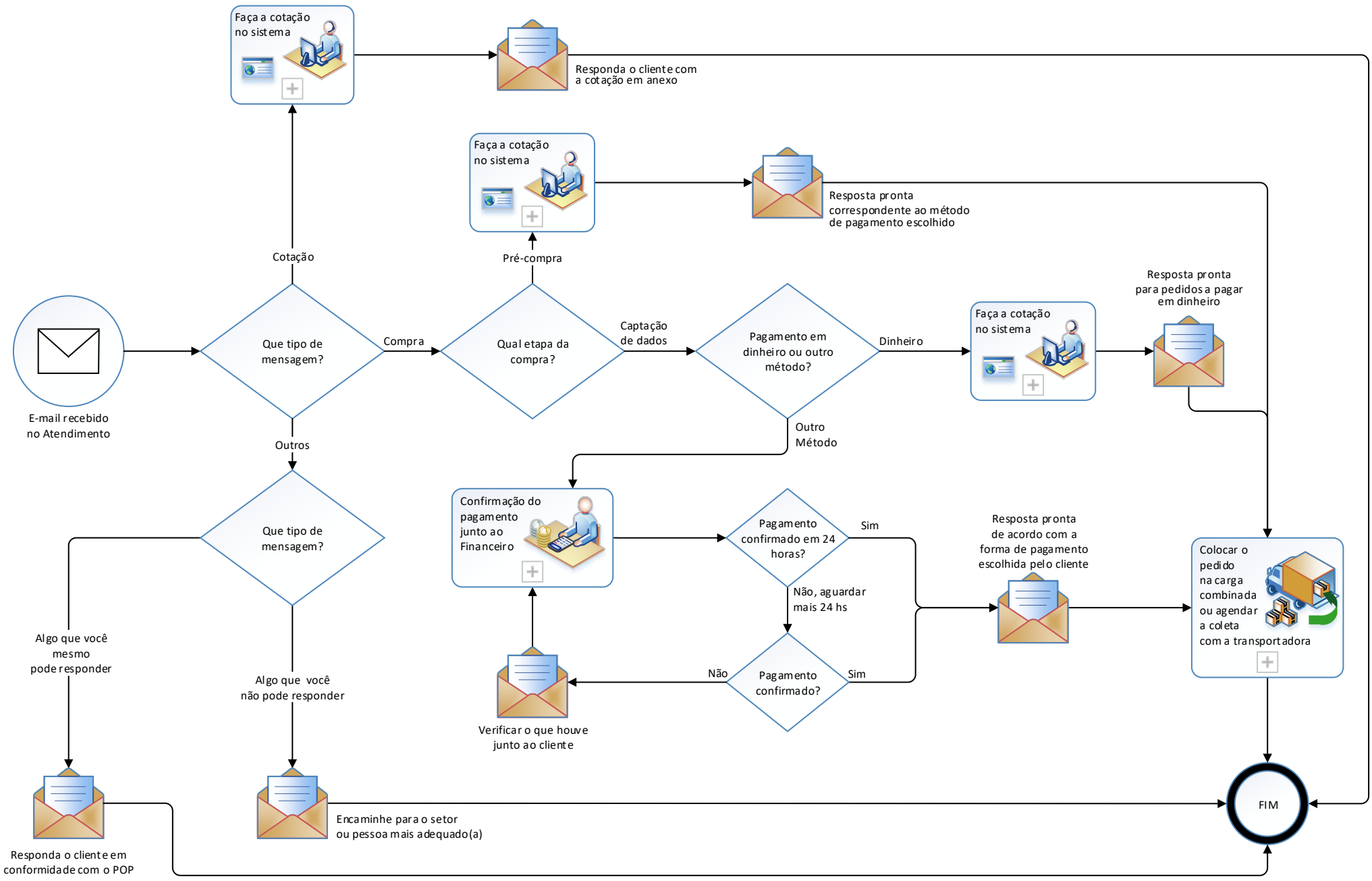E-Commerce - Fluxograma de Contatos, Cotações e Pedidos de Venda