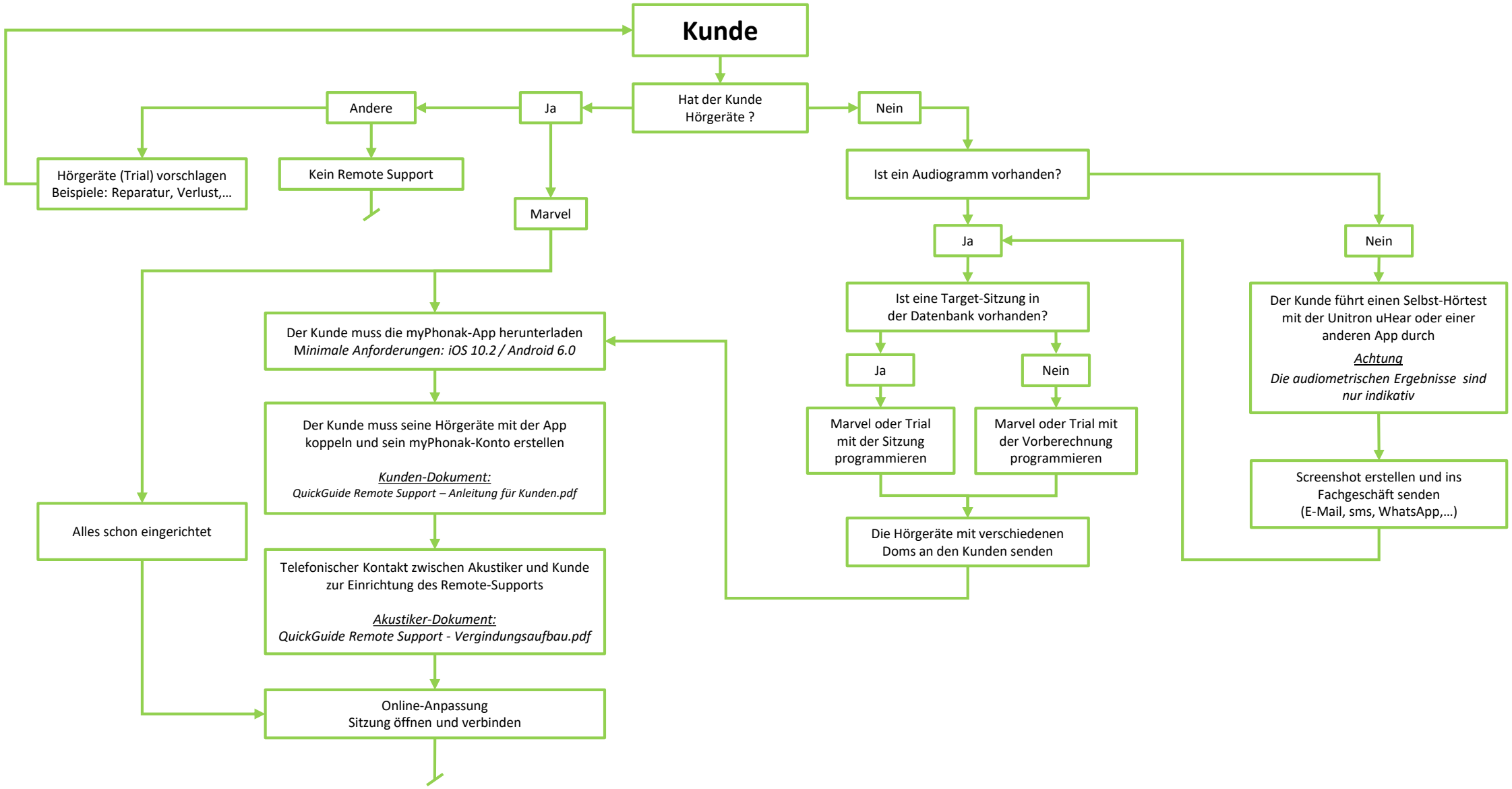Entscheidungsbaum für Remote Support