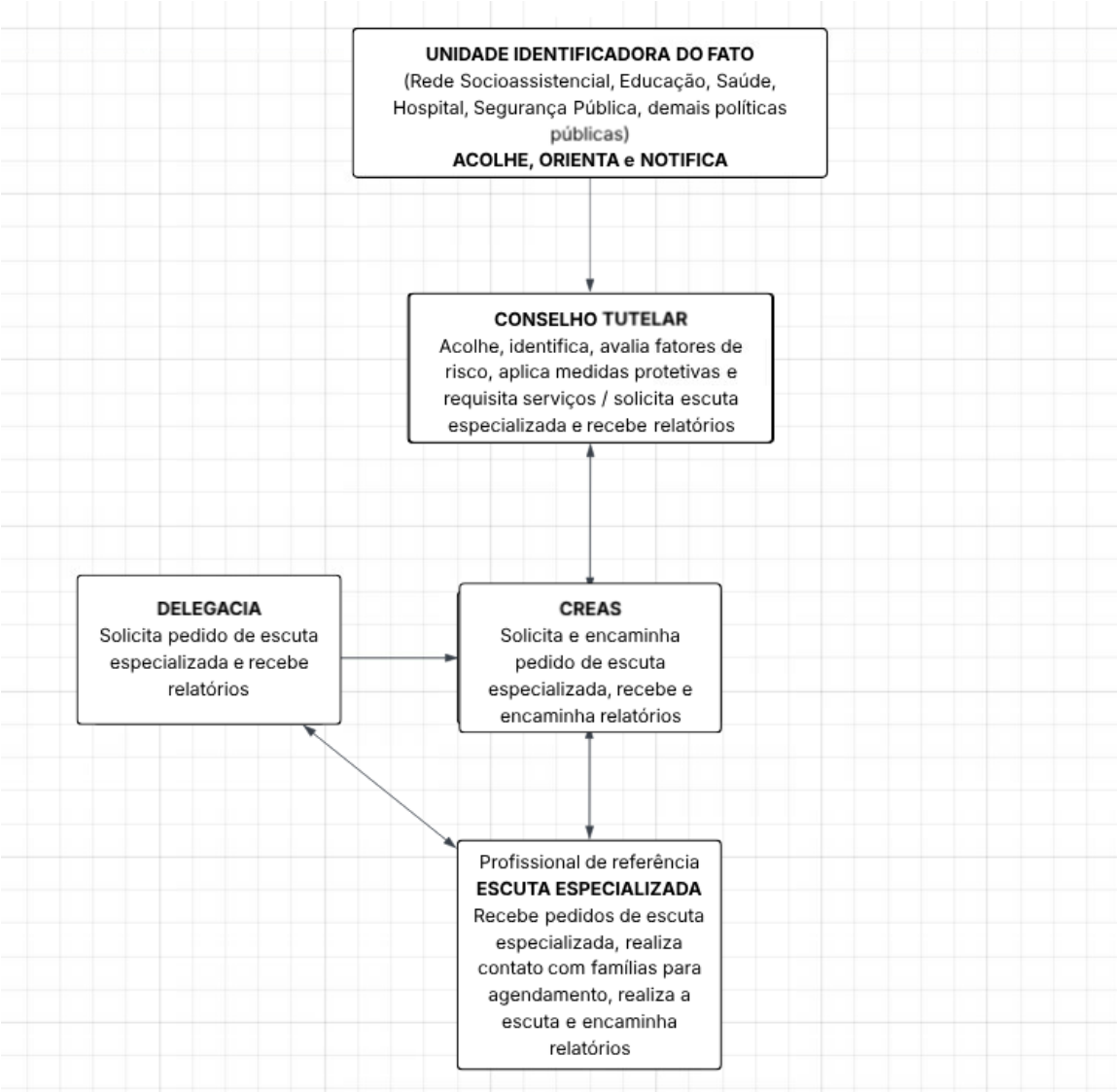Fluxo de encaminhamento de escuta especializada