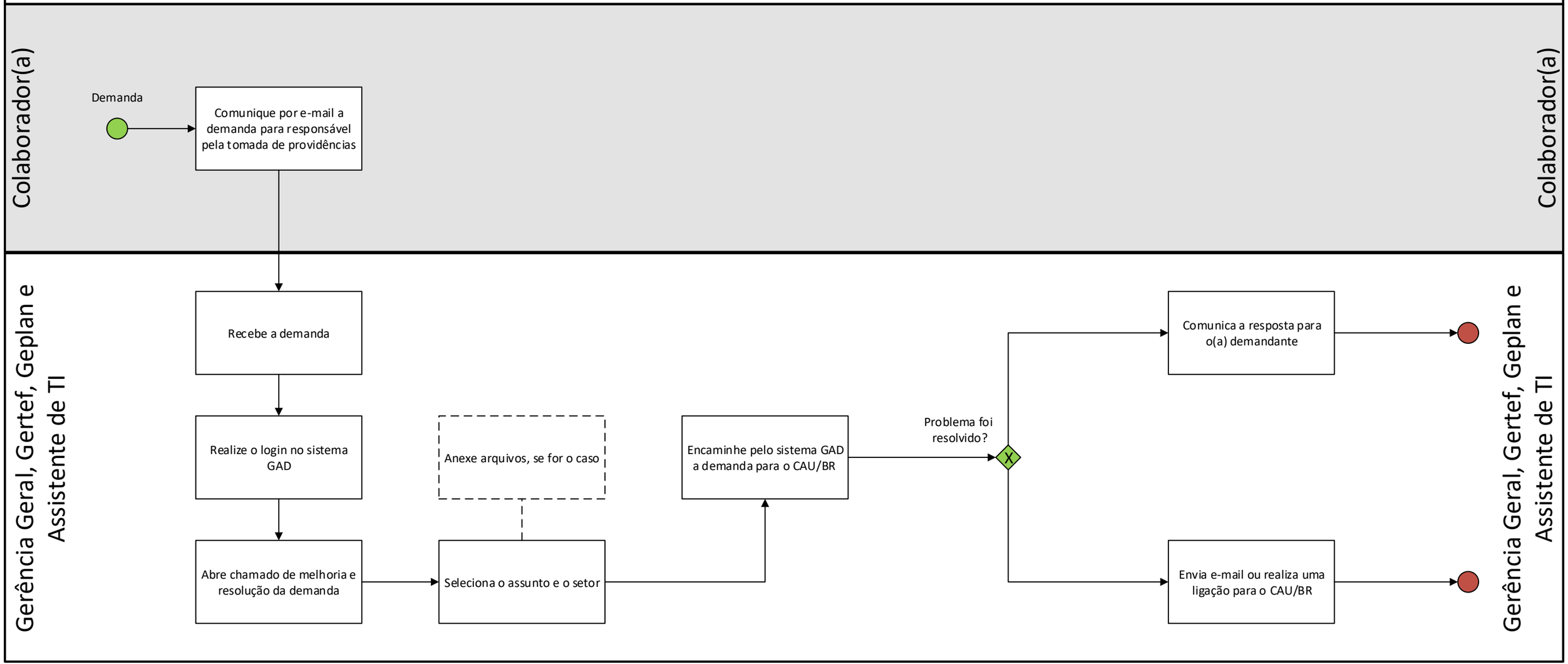4.6.2.Abertura de Chamado de Melhoria e de Resolução de Problemas