

Course name : **Microsoft Windows Server 2003**

Duration : 3 วัน (9:00 – 16:00)

แนะนำและสาธิตการติดตั้ง และบริหารจัดการเครือข่าย Microsoft Windows Server 2003

## หัวข้อการอบรม

### วันที่ 1

#### **Part I: Introducing Windows Server 2003**

- Introducing Windows Server 2003
- Windows 2003 and Active Directory
- Windows 2003 Security
- .NET Framework Services

#### **Part II: Planning, Installation, and Configuration**

- Planning for Windows Server 2003,
- Installing Windows Server 2003
- Configuring Windows Server 2003

#### **Part III: Active Directory**

- Planning for Active Directory
- Organizing a Logical Domain Structure
- Active Directory Physical Structure
- Active Directory Installation and Deployment
- Active Directory Management
- Managing Users and Groups
- Change Control, Group Policy, and Workspace Management

### วันที่ 2

#### **Part IV: Networking and Communication Services**

- Windows Server 2003 Networking
- DHCP
- DNS and WINS
- Routing and Remote Access

#### **Part V: Availability Management**

- Storage Management
- Backup and Restore
- Disaster Recovery
- The Registry
- Auditing Windows Server 2003
- Service Level
- Windows 2003 High Availability Services

### วันที่ 3

#### **Part VI: File, Print, Web, and Application Services**

##### **Networking and Communication Services**

- Windows Server 2003 File Systems
- Sharing and Securing Files and Folders
- Print Services
- Web, FTP, and Intranet Services



## Terminal Services

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**Course name : Administering a Microsoft SQL Server 2000 Database**

**Duration : 3 วัน (9:00 – 16:00)**

แนะนำและบริหารจัดการ และการใช้งาน Microsoft SQL Server 2000 Database

### หัวข้อการอบรม

#### วันที่ 1

##### **Part I: Introducing to Microsoft SQL Server**

- Overview of Microsoft SQL Server 2000
- The Microsoft Windows 2000 Platform
- Roles and Responsibilities of Microsoft SQL Server DBA

##### **Part II: Installation and Setup**

- Designing a Microsoft SQL Server System
- I/O Subsystem Configuration and Planning
- Capacity Planning
- Installing Microsoft SQL Server
- Managing Microsoft SQL Server Services
- Creating Database
- Creating Database Tables
- Configuring Microsoft SQL Server on the Network
- Microsoft SQL Server and Microsoft Cluster Services

#### วันที่ 2

##### **Part III: Using Microsoft SQL Server**

- Introduction to Transact-SQL and SQL Query Analyzer
- Retrieving Data Using Transact-SQL
- Managing Tables Using Transact-SQL and Enterprise Manager
- Creating and Using Defaults, Constraints, and Rules
- Creating and Using Indexes
- Creating and Using Views
- Understanding Transactions and Transaction Locking
- Understanding Advanced T-SQL
- Creating and Managing Stored Procedures
- Creating and Using Triggers
- Accessing Microsoft SQL Server from the Internet
- Loading the Database

#### วันที่ 3

##### **Part IV: Built-In Server Features**

- Component Services and Microsoft Distributed Transaction Coordinator
- Microsoft SQL Server Replication: Overview and Snapshot Replication: Overview and Snapshot Replication
- Transactional Replication
- Merge Replication
- Using Microsoft SQL Server Analysis Services

##### **Part V: Management, Tuning, Maintenance, and Troubleshooting**

- Microsoft SQL Server Administration
- Automating Administrative Tasks
- Backing Up Microsoft SQL Server



Restoring and Recovering the Database  
User and Security Management  
Using SQL Query Analyzer and SQL Profile  
Solving Common Performance Problems

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**Course name : Envoy**

**Duration : 3 วัน (9:00 – 16:00)**

The Envoy Training Program is designed to provide the training and expertise that customers need to successfully design, develop and deploy voice-enhanced communications solutions using the Envoy Communications Development Platform. The three-day Development Course combines practical information with hands-on exercises to highlight the power and flexibility of the Envoy platform.

## หัวข้อการอบรม

### วันที่ 1

Short presentation of Envoy

Basic concepts

- Menus in the Script Editor

- The building block

- Expressions

- Blocks overview

- Control Panel channel settings

**Exercise 1** Email report

Theory:

- Control Panel main toolbar.

- Single step debugging

- Telephony blocks

- SetVariable block

- The Envoy Wave Editor

**Exercise 2a** Movie review line

Theory & Exercise:

- File blocks

- Record block

- Script blocks

- Statistics

**Exercise 2b:** Movie Review line

### วันที่ 2

Theory

- Speaker Verification

- Databases

**Exercise:** Creating a Phone banking app

Theory

- Writing programs in other languages:

- Utilities

- Serial Port blocks

- TCP/IP blocks

- RAS

- LDAP

- FTP

- MSMQ

- DDE

**Exercise:** Creating a screen pop including caller screening (through PC speakers).

Exercise: Continued

Theory



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Event handling

**Exercise:** Birdie hotline

วันที่ 3

Theory

Fax

HTML

ISAPI integration

Variable blocks

Internet blocks

**Exercise:** Reading web stock quotes

Theory

Telephony blocks

Switching (PC based switching/IP telephony etc.)

Conference blocks

Sending email

**Exercise:** Email to phone

Exercise: Continued

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**Course name : Crystal Report**

**Duration : 2 วัน (9:00 – 16:00)**

The two-day course is designed for the novice Crystal Reports user, who needs to quickly become proficient in creating and modifying reports. Some of the topics include planning a report, creating a basic report, using the Report Explorer, record selection, sorting, grouping and summarizing, charting, basic formulas, and exporting.

### หัวข้อการอบรม

#### วันที่ 1

- Report Design Concepts
- Report Design
- Record Selection
- Sorting, Grouping and Summarizing
- Formatting for Presentation Quality

#### วันที่ 2

- Linking
- Formula Basics
- Conditional Reporting
- Section Formatting
- Charting

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**Course name : Dreamweaver MX**

**Duration : 2 วัน (9:00 – 16:00)**

The one day course training for Dreamweaver MX covers the topic of how to create a HTML page, how to design the Layout of webpage by using different kinds of technique such as Frame, Table, Layer, as well as Template, Behavior, Extension and Timeline.

### **หัวข้อการอบรม**

#### ***Creating Form***

- Working with Form
- Create components in Form
  - One-line Text Box
  - Check Box
  - Radio Button
  - Down Menu
  - Scrolling Text
  - Push Button
  - File Upload
  - Picture Form Field

#### ***Creating and Using Frame***

- Basic of Frame
- Create Frame
- Save Frame Page
- Sizing Frame
- Setting Frame Properties

#### ***Creating View with Layout Table***

- Create Layout Table and Layout Cell
- Using AutoStretch

#### ***Formatting Web Page with Layer***

- Create and Format Layer
- Create Nested Layer
- Sort and Setting size of Layers
- Change Layer into Table

#### ***Creating Dialog Web Page***

- Using Behavior effect in Web Page
- Setting and editing Behavior
- Setting Event
- Setting Action

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**Course name : Design & Development of Application Concept for Technical**

**Duration : 3 วัน (9:00 – 16:00)**

อบรมการออกแบบ และพัฒนา Application Software ในระบบเครื่องทวงหน้อัตโนมัติ เพื่อให้สามารถเข้าใจถึงโครงสร้าง โดยภาพรวมทั้งหมด ของระบบ

**วันที่ 1**

- System Concept
- System Architecture
- Hardware Component
- Software Framework
- Software Component
- Database Structure
- Application Development
  - ASP Application
  - Crystal Report Application
  - Envox Script Application
  - Envox XML Explanation
  - Other components
    - Visual Basic & Module

**วันที่ 2**

- Service & Maintenance**
  - Test Equipment
    - Hardware
    - Software
  - Troubleshooting tips
  - Making backups
- Administration**

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**Course name : Application Software Implementation for User**

**Duration : 1 วัน (9:00 – 16:00)**

แนะนำและสาธิตการใช้งาน Application Software ในระบบเครื่องทวงหนี้อัตโนมัติ ทั้งสำหรับ User

### หัวข้อการอบรม

วันที่ 1-2

#### ***IVR Operation***

- Overview
- Working with the menus and screens
- Typical call flow
- Major features
- Setting up your application
- Login to system
  - Users
  - Supervisors
  - Managers
- System Information
  - Scheduling
  - Greeting Information
  - Technical Information
- Configuration in Fax function
  - Input File
  - Convert and Save
  - Output Fax Document
  - Making Document
- Configuration in Audio Text function
  - Audio Text Screen
  - Recording Voice File
- System Reports
  - Daily, Weekly, Monthly Report
  - Graphical Report
  - Call Log Windows
  - Display Line Status

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Course name : On the job of system training

Duration : 1 days (9:00 – 16:00)

#### การอบรมการใช้งาน

อบรมการใช้งานติดตั้ง, ดูแล และบำรุงรักษาอุปกรณ์ระบบเครื่องทวงหนี้อัตโนมัติโดยรวม เพื่อให้สามารถแก้ไขระบบเบื้องต้นได้

#### Who should take this class

Systems Administrators and Engineers who support the system.

#### หัวข้อการอบรม

- Introduction to ABRS Concept
- ABRS Overview
- Installation and Configuration
- Troubleshooting
- Maintenance
- On site operation

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