

1.

:

1. $(.1 (1))$;
2. $(.1 (2))$;
3. $(.1 (3))$;
4. $(.1 (4))$;
5. $(.1 (5))$.

The image's data is missing.

. 1. ""

1.1.

''' (.1 (1)), " " (.2) :

- - 3 3 3 3
- - 3 3 3 3
- IVR- - 3 3

i IVR (. Interactive Voice Response), — , - , .

- — — , * ;
- — * ;

1, . , , ().

- =
 • =
 • =
 • =

■■■■ ■■■■

The image's data is missing.

. 2. " "

1.2.

III. (), , , , , .

1.3.

- (.1 (3)).

1.4.

;

1. ;
2. $\begin{matrix} \text{IIII} \\ \text{,} \end{matrix}$
3. $\begin{matrix} \text{IIII} \\ \text{,} \end{matrix}$
4. $\begin{matrix} \text{II II} \\ \text{,} \end{matrix}$
5. $\begin{matrix} \text{IIII} \\ \text{,} \end{matrix}$
6. $\begin{matrix} \text{IIII} \\ \text{,} \end{matrix}$
7. $\begin{matrix} \text{IIII} \\ \text{,} \end{matrix}$
8. $\begin{matrix} \text{IIII} \\ \text{,} \end{matrix}$

- 1.
 - 1.1.
 - 1.2.
 - 1.3.
 - 1.4.
 - 1.4.1.
 - 1.4.2. ""
 - 1.4.3. ""
 - 1.4.4. " "
 - 1.4.5. ""
 - 1.4.6. ""
 - 1.4.7. ""
 - 1.4.8. ""
 - 1.4.9. ""
 - 1.4.10.
 - 1.4.11.
- 2.
 - 1.5.
 - 2.1.
 - 2.2.
 - 2.3.
 - 2.4.
 - 2.5. /
 - 2.6.
- 3.
 - 3.1.
 - 3.1.1.
 - 3.1.2.

9. "";
10. ;
11. .



, «», «» . 1.1.

1.4.1.

.....

1.4.2. ""

.....

1.4.3. ""

.....

- ;
- ;
- IVR;
- ;
- ;
- ;
- ;
- ;
- ;

1.1.

1.4.4. " "

, . (1 (3)).

1.4.5. ""

.....

1.4.6. ""

.....

1.4.7. ""

.....

""

1.4.8. ""

.....

- ;

- .

1.4.9. ""

..... ""

1.4.10.

0, - . ""

1.4.11.

0) ... "" ... "" , ...

The image's data is missing.

3.

1.5.

" ", (1 1000) .

2.

2.1.

	1. Admin; 2. "" Admin; 3. "";
:	1. "" " " 2. . 3. "" "" 4. "" . 5. "" "" 6. . 7. ""
	"Successfully updated".

2.2.

	1. Admin; 2. "" Admin; 3. ""; 4. .
:	1. , . 2. - . 3. "";
	. .

2.3.

	1. Admin; 2. "" Admin; 3. ""; 4. .

:	1. , . . 2. . . 3. "".
	. .

2.4.

	1. Admin; 2. "" Admin; 3. "". 4. .
:	1. , . . 2. . . "". 3. . 4. . 5. "".
	.

2.5. /

	1. Admin; 2. "" Admin; 3. "". 4. .
:	1. , . . 2. "" .
	. .

2.6.

	""
	1. Admin; 2. "" Admin; 3. "". 4. .
:	1. , . . 2. .
	"" .

3.

3.1.

3.1.1.

3.1.2.