

DAFTAR SINGKATAN

SQL	: Structured Query Language
OS	: Operating System
PC	: Personal Computer
DBMS	: Database Management System
ICT	: Informantion and Communication Technology
TL	: Team Leader
QC	: Quality Control
IP	: Internet Protocol
ISP	: Internet Service Provider
SSH	: Secure Shell
FTP	: File Transfer Protocol
CWC	: Call Work Code
IVR	: Interactive Voice Response
VPN	: Virtual Private Network