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***Avaya Aura
Administration
Guide***

Do you lose customers about as fast as you gain them? = It doesn't have to be

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that way. Customer service isn't a once-and-done effort. It takes ongoing work to truly meet your customers' expectations. In Sticky Customer Service, unearth practical, action-oriented insights to help you turn customer service from an

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embarrassing weakness into a business strength. With over three decades of business and entrepreneurial experience, Peter Lyle DeHaan, PhD, offers his prescriptions to serve customers better and stop driving them away. You'll discover: - The

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three key areas where customer service occurs and why they must work together. - How to avoid common errors that too many businesses make. - Why delighting customers is not the best approach and sets up future failure. Based on a

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lifetime of real-world examples, Sticky Customer Service reveals customer service gone wrong and customer service done well. Customer service is not a set-it-and-forget-it initiative. Never lose sight of this. Sticky Customer Service will keep you

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moving forward and on track. Uncover helpful customer service tips through this compelling read, encouraging you to do better and celebrating what you do best. Learn how to meet your customers' expectations every chance you get.

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Get Sticky Customer Service and turn customer retention into a strength. With ever-increasing demands on capacity, quality of service, speed, and reliability, current Internet systems are under strain and under review. Combining contributions from

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experts in the field, this book captures the most recent and innovative designs, architectures, protocols, and mechanisms that will enable researchers to successfully build the next-generation Internet. A broad perspective is provided, with topics

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including innovations at the physical/transmission layer in wired and wireless media, as well as the support for new switching and routing paradigms at the device and sub-system layer. The proposed alternatives to TCP and UDP at the

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data transport layer for emerging environments are also covered, as are the novel models and theoretical foundations proposed for understanding network complexity. Finally, new approaches for pricing and network economics are

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discussed, making this ideal for students, researchers, and practitioners who need to know about designing, constructing, and operating the next-generation Internet.

Argues that a manager's central

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responsibility is to create and implement strategies, challenges popular motivational practices, and shares anecdotes discussing how to enable action-oriented plans for real-world results.

Here is the authoritative handbook on

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multimedia metadata and data management. In one volume, it gathers a wealth of information from the field's leading international experts in this emerging specialty. Multimedia data -- text, image, voice, and video -- poses unique challenges

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to product developers and database professionals in midsized to giant organizations. They need to know how multimedia can be effectively stored, accessed, and integrated into applications. The key is "metadata", which acts as an umbrella for

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multimedia data and allows it to be modeled and managed. In this invaluable guide, well-known contributors from the U.S., Japan, and Europe examine the metadata concept, present relevant standards, and discuss its global use in video

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databases, speech documents, satellite and medical imaging, and other applications.

Spanish for Social Services: Basic
Spanish Series

How to Make Measurement Matter
for Policy and Management

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A Historical and Social Study
Security quick reference guide

Cisco Unified Contact Center
Enterprise (UCCE)

SIP Demystified

The IBM Lotus Sametime
8.5.2 Administration Guide

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uses a practical, no-nonsense approach to give you the essential information you need. Using realistic scenarios, you learn how to configure and maintain your

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environment to meet your needs and take advantage of the flexibility offered in Sametime 8.5.2. If you are responsible for installing and administering Sametime

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8.5.2, then this book is for you. If you're completely new to Sametime administration, this book will serve as your roadmap. If you're making the jump from a prior

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version of Sametime, then you'll see how Sametime 8.5.2 differs and how you work with the new configuration. Even if you already have Sametime 8.5.2 up and running, this

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guide will answer those questions you may still have of why and how the various server components work.

The first complete guide to planning, evaluating,

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and implementing high-value SIP trunking solutions Most large enterprises have switched to IP telephony, and service provider backbone networks have largely

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converted to VoIP transport. But there's a key missing link: most businesses still connect to their service providers via old-fashioned, inflexible TDM trunks.

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Now, three Cisco® experts show how to use Session Initiation Protocol (SIP) trunking to eliminate legacy interconnects and gain the full benefits of end-to-end VoIP. Written

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for enterprise decision-makers, network architects, consultants, and service providers, this book demystifies SIP trunking technology and trends and brings

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unprecedented clarity to the transition from TDM to SIP interconnects. The authors separate the true benefits of SIP trunking from the myths and help you systematically

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evaluate and compare service provider offerings. You will find detailed cost analyses, including guidance on identifying realistic, achievable savings. SIP

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Trunking also introduces essential techniques for optimizing network design and security, introduces proven best practices for implementation, and shows how to apply them through

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a start-to-finish case study. Discover the advanced Unified Communications solutions that SIP trunking facilitates Systematically plan and prepare your

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network for SIP trunking
Generate effective RFPs
for SIP trunking Ask
service providers the
right questions—and make
sense of their answers
Compare SIP deployment

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models and assess their tradeoffs Address key network design issues, including security, call admission control, and call flows Manage SIP/TDM interworking throughout

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the transition This IP
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professionals understand voice and IP telephony technologies, plan and design converged networks, and implement network solutions for increased productivity.

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The cult of saints was one of the most important

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aspects of life in the Middle Ages, and it often formed the nucleus of developing group identities in a town, a province or a country. The literature of Anglo-Saxon

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England is unique among contemporary European literatures in that it features a vast amount of saints' Lives in the vernacular. Of these Lives, Ælfric is the most

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important author, and his saints' Lives have never previously been explored in their contemporary setting. In this study, Gretsch analyses Ælfric's Lives of five important

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saints in the light of their cults in Anglo-Saxon England. This gives the reader fascinating glimpses of 'Ælfric at work': he adapts the cults and rewrites the received

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Latin hagiography of the five saints, with the result that each of their English Lives conveys a distinct message to the contemporary political elite and to a lay

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audience at large.

Using Metadata to
Integrate and Apply
Digital Media

Women and Underrepresented
Minorities in Computing

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A Framework for Business
Value Penetration Testing
Uncovering Sustainable
Financial Performance
Stop Churning Customers
and Start Growing Your
Business

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***All readers need to know to
deploy IP Multicasting
now--and optimize it
tomorrow--is found within
these pages. This is one of the
first books to closely examine
the protocols which make
Multicasting possible--and the***

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***thorny routing issues that
arise in enterprise
Multicasting.***

***Implementing Cisco Unified
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Learning Guide Second
Edition Josh Finke, CCIE® No.***

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CIPT1 642-447 exam
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Communications Manager,
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Cisco®-authorized, self-paced learning tool for CCNP Voice® foundation learning. This book provides the knowledge necessary to implement a Cisco Unified Communications Manager (CUCM) solution at a single-

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site environment. By reading this book, you will learn how to perform post-installation tasks, configure CUCM, implement Media Gateway Control Protocol (MGCP) and H.323 gateways, and build dial plans to place On-Net and

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Off-Net phone calls. You will also implement media resources, IP Phone Services, Cisco Unified Communications Manager native presence, and Cisco Unified Mobility. This book focuses primarily on CUCM

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version 8.x, which is the call routing and signaling component for the Cisco Unified Communications solution. This book has been fully updated with new coverage of CUCM phone services, Cisco Unified

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Manager Assistant, Cisco Unified Mobility, and H.323 gateways. Whether you are preparing for CCNP Voice certification or simply want to gain a better understanding of Cisco Unified Communications Manager

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fundamentals, you will benefit from the foundation information presented in this book. Implementing Cisco Unified Communications Manager, Part 1 (CIPT1), Second Edition, is part of a recommended learning path

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from Cisco that includes simulation and hands-on training from authorized Cisco Learning Partners and self-study products from Cisco Press. To find out more about instructor-led training, e-learning, and hands-on

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architecture and components***

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n Evaluate CUCM deployment models n Set up and configure CUCM services n Implement and harden IP phones n Manage user accounts n Configure Catalyst® switches for power over Ethernet and voice VLAN requirements n

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Deploy MGCP and H.323 gateways n Configure call routing and digit manipulation n Set up calling privileges and call coverage n Deploy various media resources, features, and applications n Establish

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There are many books that

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detail tools and techniques of penetration testing, but none of these effectively communicate how the information gathered from tests should be analyzed and implemented. Until recently, there was very little strategic

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***information available to
explain the value of ethical
hacking and how tests should
be performed in order t
Design a complete Voice over
IP (VoIP) or traditional PBX
system with Asterisk, even if
you have only basic***

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***telecommunications
knowledge. This bestselling
guide makes it easy, with a
detailed roadmap that shows
you how to install and
configure this open source
software, whether you're
upgrading your existing***

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phone system or starting from scratch. Ideal for Linux administrators, developers, and power users, this updated edition shows you how to write a basic dialplan step-by-step, and brings you up to speed on the features in

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Asterisk 11, the latest long-term support release from Digium. You'll quickly gain working knowledge to build a simple yet inclusive system. Integrate Asterisk with analog, VoIP, and digital telephony systems Build an

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interactive dialplan, using best practices for more advanced features Delve into voicemail options, such as storing messages in a database Connect to external services including Google Talk, XMPP, and calendars

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Incorporate Asterisk features and functions into a relational database to facilitate information sharing Learn how to use Asterisk's security, call routing, and faxing features Monitor and control your system with the Asterisk

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***Manager Interface (AMI) Plan
for expansion by learning
tools for building distributed
systems***

SIP Security

***Handbook of Distance
Education***

Advanced Theory and Practice

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Entity and Display
Creative Cash Flow Reporting
La Colección Definitiva Del
Caballero Ladrón Más
Inteligente de la Historia
Inspirada en la Nueva Serie de
Televisión***

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This book is compiled with the goal of explaining the hidden history, significance, and meaning of the mantras used in common Hindu puja rituals performed by the Bengalis to the Bengali immigrants.

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Cisco Unified Contact Center Enterprise (UCCE) The complete guide to managing UCCE environments: tips, tricks, best practices, and lessons learned Cisco Unified Contact Center Enterprise (UCCE) integrates

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multiple components and can serve a wide spectrum of business requirements. In this book, Gary Ford, an experienced Cisco UCCE consultant brings together all the guidance you need to optimally configure and

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manage UCCE in any environment. The author shares in-depth insights covering both the enterprise and hosted versions of UCCE. He presents an administrator's view of how to perform key UCCE tasks

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and why they work as they do. He thoroughly addresses application configuration, agents, scripting, IVR, dial plans, UCM, error handling, reporting, metrics, and many other key topics. You'll find proven, standardized

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configuration examples that help eliminate errors and reduce downtime, step-by-step walkthroughs of several actual configurations, and thorough coverage of monitoring and troubleshooting UCCE

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portfolio and platform architecture · Choose the right single-site, multi-site, or clustered deployment model for your environment · Take a lifecycle services approach to UCCE deployment and

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configuration--including
preparation, planning,
design, and implementation .
Implement traditional,
current-generation, and next-
generation call routing .
Master the latest best

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practices for call flow scripting · Understand UCCE's nodes and distributed processes and build a clean system startup sequence · Design, implement, and deliver unified CM/IP IVR solutions · Set up and

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efficiently manage UCCE
databases · Make the most of
UCCE's reporting tools ·
Create advanced applications
with Data-Driven Routing ·
Effectively maintain any
UCCE deployment, including
older versions · Use a best-

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practice methodology for
troubleshooting, and master
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Networking Technology
Series. IP communications

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titles from Cisco Press help networking professionals understand voice and IP telephony technologies, plan and design converged networks, and implement network solutions for increased productivity.

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The third edition of this award-winning Handbook continues the mission of its predecessors: to provide a comprehensive compendium of research in all aspects of distance education, arguably the most significant

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development in education over the past three decades. While the book deals with education that uses technology, the focus is on teaching and learning and how its management can be facilitated through

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technology. Key features include: Comprehensive coverage that includes all aspects of distance education, including design, instruction, management, policy, and a section on different audiences. Chapter

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authors frame their topic in terms of empirical research (past and present) and discuss the nature of current practice in terms of that research. Future research needs are discussed in relation to both

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confirmed practice and recent changes in the field. Section one provides a unique review of the theories that support distance education pedagogy. Section six includes a unique review of distance

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education as a component of global culture. This book will be of interest to anyone engaged in distance education at any level. It is also appropriate for corporate and government trainers and for

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administrators and policy makers in all these environments. Recipient of the 2013 IAP Distance Education Book Award Reach more customers than ever with TARGETED CONTENT Epic Content Marketing helps

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you develop strategies that seize the competitive edge by creating messages and “stories” tailored for instant, widespread distribution on social media, Google, and the mainstream press. It

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provides a step-by-step plan for developing powerful content that resonates with customers and describes best practices for social media sharing and search engine discoverability. Joe Pulizzi is a content marketing

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strategist, speaker and founder of the Content Marketing Institute, which runs the largest physical content marketing event in North America, Content Marketing World.

The Ethical Hack

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Next-Generation Internet
Las Aventuras de Arsène
Lupin

Exam 70-413 Designing and
Implementing a Server
Infrastructure

IBM Sametime 8.5.2
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Good Strategy, Bad Strategy
Successful methodology for
identifying earnings-
related reporting
indiscretions Creative
Cash Flow Reporting and
Analysis capitalizes on

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current concerns with misleading financial reporting on misleading financial reporting. It identifies the common steps used to yield misleading cash flow

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amounts, demonstrates how to adjust the cash flow statement for more effective analysis, and how to use adjusted operating cash flow to uncover earnings that have

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been misreported using aggressive or fraudulent accounting practices.

Charles W. Mulford, PhD, CPA (Atlanta, GA), is the coauthor of three books, including the bestselling

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The Financial Numbers
Game: Identifying Creative
Accounting Practices.
Eugene E. Comiskey, PhD,
CPA, CMA (Atlanta, GA), is
the coauthor of the
bestselling The Financial

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Numbers Game: Identifying
Creative Accounting
Practices.

State-of-the-art SIP
primer SIP (Session
Initiation Protocol) is
the open standard that

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will make IP telephony an irresistible force in communications, doing for converged services what http does for the Web. SIP Demystified - authored by Gonzalo Camarillo, one of

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the contributors to SIP development in the IETF—gives you the tools to keep your company and career competitive. This guide tells you why the standard is needed, what

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architectures it supports,
and how it interacts with
other protocols. As a
bonus, you even get a
context-setting background
in data networking.
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from switched voice into a data networking environment, here's everything you need to understand: * Where, why, and how SIP is used * What SIP can do and deliver *

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SIP's fit with other standards and systems *
How to plan implementations of SIP-enabled services * How to size up and choose from available SIP products

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"Having been born a freeman, and for more than thirty years enjoyed the blessings of liberty in a free State—and having at the end of that time been kidnapped and sold into

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Slavery, where I remained,
until happily rescued in
the month of January,
1853, after a bondage of
twelve years—it has been
suggested that an account
of my life and fortunes

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would not be uninteresting
to the public." -an
excerpt

Computational Retinal
Image Analysis: Tools,
Applications and
Perspectives gives an

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overview of contemporary
retinal image analysis
(RIA) in the context of
healthcare informatics and
artificial intelligence.
Specifically, it provides
a history of the field,

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the clinical motivation
for RIA, technical
foundations (image
acquisition modalities,
instruments),
computational techniques
for essential operations,

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lesion detection (e.g. optic disc in glaucoma, microaneurysms in diabetes) and validation, as well as insights into current investigations drawing from artificial

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intelligence and big data. This comprehensive reference is ideal for researchers and graduate students in retinal image analysis, computational ophthalmology, artificial

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intelligence, biomedical engineering, health informatics, and more. Provides a unique, well-structured and integrated overview of retinal image analysis Gives insights

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into future areas, such as large-scale screening programs, precision medicine, and computer-assisted eye care Includes plans and aspirations of companies and professional

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bodies

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Kali Puja

Sticky Customer Service

A Biographical History of
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Voice Over IP Security

Secrets & Solutions

The Anthropology of Music

Deploying IP Multicast in
the Enterprise

**This is a comprehensive
approach to music from the point**

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of view of anthropology. The author maintains that ethnomusicology, by definition, must not divorce the sound-analysis of music from its cultural context of people thinking, acting, and creating.

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This text examines in detail the issue of the underrepresentation of women, African Americans, American Indians, and Hispanics in the computing disciplines in the U.S. The work reviews the underlying causes, as well as the

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efforts of various nonprofit organizations to correct the situation, in order to both improve social equity and address the shortage of skilled workers in this area. Topics and features: presents a digest and

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historical overview of the relevant literature from a range of disciplines, including leading historical and social science sources; discusses the social and political factors that have affected the demographics of the

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workforce from the end of WWII to the present day; provides historical case studies on organizations that have sought to broaden participation in computing and the STEM disciplines; reviews the different

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approaches that have been applied to address underrepresentation, at the individual, system-wide, and pathway-focused level; profiles the colleges and universities that have been successful in opening

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**up computer science or
engineering to female students;
describes the impact of
individual change-agents as well
as whole organizations.
Effective marketing is essential
for any successful sport**

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organization, from elite international teams to local leagues. Now in a fully revised and updated third edition, *Advanced Theory and Practice in Sport Marketing* is still the only text to introduce key theory and

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best practice at an advanced level. This new edition goes beyond the introductory marketing course by exploring advanced marketing theories related to social responsibility, global issues, information

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systems, consumer behavior, product management, logistics, sales, promotions, and social/digital/mobile media. New to the edition are sections on branding, destination marketing, and performance evaluation that

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demonstrate how to measure impacts through sport marketing and how to use analytics to determine sport marketing success. Every chapter contains extended case studies and theory-to-practice insights from

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marketing professionals around the world and a companion website includes an impressive array of additional teaching and learning resources. Advanced Theory and Practice in Sport Marketing goes further than any

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other textbook to prepare students for the real world of sport marketing. It is essential reading for any upper-level undergraduate or postgraduate course in sport marketing or sport business.

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212° the extra degree captures the essence of excellence in an unforgettable way... At 211° water is hot. At 212°, it boils. And with boiling water, comes steam. And with steam, you can power a train. The one extra

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degree, that one small step, makes the difference. In the original 212° the extra degree softcover, the simple 212° concept is illustrated through a clear introduction and then supported by a series of

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thoughts, examples, and facts that will help you absorb the 212° mindset. Its purpose is to inspire the extra level of effort that produces exponential results. Let 212° become a part of everyone's vocabulary. This

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book will encourage anyone who reads it to give that extra degree of effort...the extra degree that will produce extraordinary results.

From Egbert the Great to the Revolution: Consisting of

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**Characters Disposed in Different
Classes, and Adapted to a
Methodical Catalogue of
Engraved British Heads:
Intended as an Essay Towards
Reducing Our Biography to
System, and a Help to the**

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Great Number of Persons ... With
a Preface ...**

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More Customers by Marketing
Less**

**Session Initiation Protocol (SIP):
Controlling Convergent
Networks**

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Implementing Cisco Unified Communications Manager, Part 1 (CIPT1) Foundation Learning Guide

The Future of Telephony Is Now
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This IBM® Redbooks® publication helps you plan and execute the migration of J2EE applications developed for Oracle WebLogic Server, JBoss, GlassFish, and Apache Tomcat, so that they run on WebSphere® Application Server V7.

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This book provides detailed information to plan migrations, suggested approaches for developing portable applications, and migration working examples for each of the platforms from which we migrated. It is not our intention to provide a

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feature-by-feature comparison of these application servers versus WebSphere Application Server V7, or to argue the relative merits of the products, but to produce practical technical advice for developers who have to migrate applications from

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these vendors to WebSphere Application Server V7. The book is intended as a migration guide for IT specialists who are working on migrating applications written for other application servers to WebSphere Application Server V7.

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In this highly praised and seminal work, Alan Merriam demonstrates that music is a social behavior--one worthy and available to study through the methods of anthropology. In it, he convincingly argues that ethnomusicology, by

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definition, cannot separate the sound-analysis of music from its cultural context of people thinking, acting, and creating. The study begins with a review of the various approaches in ethnomusicology. He then suggests a useful and simple research model:

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ideas about music lead to behavior related to music and this behavior results in musical sound. He explains many aspects and outcomes of this model, and the methods and techniques he suggests are useful to anyone doing field work. Further

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chapters provide a cross-cultural round-up of concepts about music, physical and verbal behavior related to music, the role of the musician, and the learning and composing of music. The Anthropology of Music illuminates much of interest to

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musicologists but to social scientists in general as well.

This Microsoft Official Academic Course (MOAC) IT Professional curriculum prepares certification students for success every step of the way. This 70-413 Designing and

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Implementing a Server Infrastructure exam course is the first of a series of two exams Microsoft Certified Solutions Associates (MCSE) candidates are required to pass to gain the MCSE: Windows Server 2012 and Windows

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Server 2012 R2 certification. These MCSE exams test the skills and knowledge necessary to design, implement, and maintain a Windows Server 2012 infrastructure in an enterprise scaled, highly virtualized environment. Passing these exams

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chapter and enable you to
decide how much time you
need to spend on each
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must know thoroughly. CCNP
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experts offer insights into the pitfalls and potential associated with various measurement techniques. The authors show that: - The core idea of efficiency is easy to

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maximizing valued outputs
relative to inputs, but is
often difficult to make
operational in real-life
situations - There have
been numerous advances in**

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availability, as well as
innovative methodological
approaches that give
valuable insights into how
efficiently health care is
delivered - Our simple**

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and interpretation of
efficiency indicators.**

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Computer science has drawn from and contributed to many disciplines and practices since it emerged as a field in the middle of the 20th

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century. Those interactions, in turn, have contributed to the evolution of information technology — new forms of computing and communications, and new

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applications " that
continue to develop from
the creative
interactions between
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Productivity argues

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that, at the beginning of the 21st century, information technology (IT) is forming a powerful alliance with creative practices in the arts and design to

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establish the exciting
new, domain of
information technology
and creative
practicesâ€"ITCP. There
are major benefits to be
gained from encouraging,

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supporting, and
strategically investing
in this domain.

This book gives a
detailed overview of SIP
specific security issues
and how to solve them

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While the standards and products for VoIP and SIP services have reached market maturity, security and regulatory aspects of such services are still being

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discussed. SIP itself specifies only a basic set of security mechanisms that cover a subset of possible security issues. In this book, the authors survey

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important aspects of
securing SIP-based
services. This
encompasses a
description of the
problems themselves and
the standards-based

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solutions for such problems. Where a standards-based solution has not been defined, the alternatives are discussed and the benefits and constraints

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of the different solutions are highlighted. Key Features: Will help the readers to understand the actual problems of using and developing

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integrity,
confidentiality, non-
repudiation and
signalling Assesses the
real security issues
facing users of SIP, and
details the latest

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theoretical and
practical solutions to
SIP Security issues
Covers secure SIP
access, inter-provider
secure communication,
media security, security

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of the IMS
infrastructures as well
as VoIP services
vulnerabilities and
countermeasures against
Denial-of-Service
attacks and VoIP spam

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This book will be of interest to IT staff involved in deploying and developing VoIP, service users of SIP, network engineers, designers and managers.

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users can probe, sniff, and modify your phones, phone switches, and networks that offer VoIP services. Most importantly, the authors offer solutions to

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mitigate the risk of
deploying VoIP
technologies." --Ron
Gula, CTO of Tenable
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attacks by learning how

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to look at your network and devices through the eyes of the malicious intruder. Hacking Exposed VoIP shows you, step-by-step, how online criminals perform

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reconnaissance, gain access, steal data, and penetrate vulnerable systems. All hardware-specific and network-centered security issues are covered alongside

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hardware Fortify Cisco,
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exhaustion, and ARP
table manipulation
Thwart number
harvesting, call pattern
tracking, and
conversation

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and maintain VoIP
network quality of
service and VoIP
conversation quality
Stop DoS and packet
flood-based attacks from

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REGISTER hijacking,
INVITE flooding, and BYE
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application-level
rootkits and other types
of malware inside the
application VM, which
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independent programming
environment for

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processes. The book, divided into four parts, points out high-level attacks, which are developed in intermediate language. The initial part of the

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book offers an overview of managed code rootkits. It explores environment models of managed code and the relationship of managed code to rootkits by

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studying how they use application VMs. It also discusses attackers of managed code rootkits and various attack scenarios. The second part of the book covers

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the development of managed code rootkits, starting with the tools used in producing managed code rootkits through their deployment. The next

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part focuses on countermeasures that can possibly be used against managed code rootkits, including technical solutions, prevention, detection, and response

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tactics. The book concludes by presenting techniques that are somehow similar to managed code rootkits, which can be used in solving problems. Named

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