

(AS12) Application Server (AS) Standalone Overview

Course Description;

This course provides a technical overview of the Communication Application Server – Standalone configuration.

Intended Audience:

Managers, administrators and anyone needing a technical overview of the Communication Application Server - Standalone

Key Topics:

- Identify the AS subscriber services and applications.
- Describe the OAMP functions of the System Manager.
- Describe the purpose of the Provisioning Manager.
- Describe the AS call processing components.
- Identify AS Media and voicemail servers.
- Learn how to access the AS GUI interfaces.
- Describe the purpose of the Session Border Controller.

Objectives:

Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the Communication Application Server – Standalone configuration.
- Describe the System Manager and the GUI used for the system configuration, fault, and performance management of the Application Server – Standalone configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the Application Server – Standalone configuration.
- Describe the purpose of each of the Application Server – Standalone call processing components.
- Describe the Media Application Server and the GUI used for the configuration, fault, and performance management of the MAS in the Application Server – Standalone configuration.
- Describe the Session Border Controller in the Application Server – Standalone configuration.
- Describe each process used for accessing the Application Server applications and why each access process would be used.

Prerequisite Skills: None

Prerequisite Courses: None

Course Length and Delivery Method

1 Day – Leader Led

(AS11) Application Server (AS) Standalone Overview

Course Description:

This course provides a technical overview of the Application Server – Standalone configuration.

Intended Audience:

Managers, administrators and anyone needing a technical overview of the Application Server - Standalone

Key Topics:

- Identify the AS subscriber services and applications.
- Describe the OAMP functions of the System Manager.
- Describe the purpose of the Provisioning Manager.
- Describe the AS call processing components.
- Identify AS Media and voicemail servers.
- Learn how to access the AS GUI interfaces.
- Describe the purpose of the Session Border Controller.

Objectives:

Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the Application Server – Standalone configuration.
- Describe the System Manager and the GUI used for the system configuration, fault, and performance management of the Application Server – Standalone configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the Application Server – Standalone configuration.
- Describe the purpose of each of the Application Server – Standalone call processing components.
- Describe the Media Application Server and the GUI used for the configuration, fault, and performance management of the MAS in the Application Server – Standalone configuration.
- Describe the Session Border Controller in the Application Server – Standalone configuration.
- Describe each process used for accessing the Application Server applications and why each access process would be used.

Prerequisite Skills: None

Prerequisite Courses: None

Course Length and Delivery Method:

1 Day – Self Paced

(AS21) Application Server (AS) - Standalone Administration, Maintenance, Provisioning, and Fault Management

Course Description:

The purpose of this course is to teach students Provisioning, Administration, Maintenance, and Fault Management tasks for the AS Application Server Standalone platform.

Intended Audience:

This course is designed for people interested in learning about Provisioning, Administration, Maintenance, and Fault Management tasks for the AS Standalone.

Key Topics:

- Element Manager Access
- Network Element Administration
- Managing Domains
- Managing Telephony Routes
- Managing Users
- Provisioning a SIP Gateway
- Routine Maintenance
- Fault Management

Objectives:

Upon completion of this course, you will be able to:

- Understand the element managers by performing navigational tasks
- Administer the element managers by building user accounts
- Understand the relationship between domains and subdomains
- Describe how telephony routes are used to perform translations
- Use the provisioning client to manage subscribers
- Manage gateway service nodes and trunks
- Perform network maintenance activities
- Maintain the network elements using the fault management systems

Prerequisite Skills:

None

Prerequisite Courses:

A211 or A212 Application Server (AS) – Standalone Overview

Course Length and Delivery Method

4 day – Leader Led

AS23 – Application Server (AS) – Standalone & GVPP Administration, Maintenance, Provisioning, and Fault Management

Course Description

The purpose of this course is to teach students how to provision, maintain, administer and troubleshoot the Application Server Standalone with GENView Provisioning and Portals

Intended Audience

This course is designed for people interested in learning about Provisioning, Administration, Maintenance, and Fault Management tasks for the AS Standalone with the GENView Provisioning and Portals Application.

Key Topics

- Network Element Administration
- Building Customers
- Managing Telephony Routes
- Provisioning
- Orders
- Groups
- SIP_Gateway
- Routine Maintenance
- Fault Management
- Reseller Interface
- SMB Interface
- Subscriber Interface
- MAS Services
- PRI Gateway

Objectives

Upon completion of this course, you will be able to:

- Navigate the GVPP Portal Server and AS element managers
- Administer User Accounts on the GVPP Portal Server AS EM's
- Understand the relationship between Customers, Domains and subdomains
- Describe how telephony routes are used to perform translations
- Use the GVPP Portal Server to provision Services, Subscribers, and SIP Devices
- Manage gateway service nodes and trunks
- Perform network maintenance activities
- Maintain the network elements using the fault management systems

Prerequisite Skills: None

Prerequisite Courses: AS13 and GVPP10

Course Length and Delivery Method

4 day – Leader Led

(AS25) – AS-Stand Alone and GENView Provisioning and Portals Enterprise Administration, Provisioning and Reporting

Course Description:

The AS25 course familiarizes students with the provisioning, management, and reporting capabilities of the AS Stand Alone with GVPP System. Through the course the student will be introduced to the core provisioning and management activities of voice service Subscribers, SIP Devices, voice service groups, as well as Reporting, Fault Management and Log File Tracking.

Intended Audience:

This course is intended for System Administrators, Provisioning Managers, Reseller and Customer Admins who will provision and manage subscribers and subscriber voice services for a new AS Stand Alone and GVPP system.

Key Topics:

- Creation and management of Administration accounts across the AS and GVPP System Interfaces.
- Provisioning of SIP and Lines, Voices Service Groups (SLA, CPU, HUNT, etc)
- Order Management, including the Bulk Add, Change and using the Portal Server Interface. [This does not include the bulk import from a spreadsheet.]
- SIP Device Configuration File Generation and Storage
- Bulk Import via spreadsheet using the Bulk Import Function
- Reporting of SIP Line Provisioning Activities.
- Viewing Logs, Fault Management and Switch Synchronization (as required)

Prerequisite Courses:

GVPP10

Course Length and Delivery Method

3.5 Day Leader Led

(AS30) Communication Application Server- Standalone Accounting

Course Description:

This course teaches students how to manage and interpret the Internet Protocol Detail Record (IPDR) for Communication Application Server - Standalone.

Intended Audience:

Managers, administrators, and anyone responsible for the management of accounting information in the Communication Application Server - Standalone.

Key Topics:

- Introduction to the Accounting Manager
- Accounting Manager
- Internet Protocol Detail Record (IPDR) interpretation

Objectives:

Upon completion of this course, you will be able to:

- Describe accounting terms and concepts in the Communication Application Server- Standalone configuration.
- Describe how to configure the Accounting Manager and access the Accounting Manager files.
- Interpret the Internet Protocol Detail Record (IPDR) accounting files and records generated in various call flow scenarios.

Prerequisite Skills: None

Prerequisite Courses:

AS11 or AS12 - Communication Application Server (AS) – Standalone Overview

Course Length and Delivery Method:

1 Day – Self-Paced

(AS10) Application Server (AS) C20 Hosted Overview

Course Description:

This course provides a technical overview of the C20 – Application Server configuration.

Intended Audience:

Managers, administrators and anyone needing a technical overview of the C20 – Application Server.

Key Topics:

- Identify the AS subscriber services and applications.
- Describe the OAMP functions of the System Manager.
- Describe the purpose of the Provisioning Manager.
- Describe the AS call processing components.
- Identify AS Media and voicemail servers.
- Learn how to access the AS GUI interfaces.
- Describe the purpose of the Session Border Controller.

Objectives:

Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the C20 – Application Server configuration.
- Describe the System Manager and the GUI used for the system configuration, fault and performance management of the C20 – Application Server configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the C20 – Application Server configuration.
- Describe the purpose of each of the C20 – Application Server call processing components.
- Describe the MAS and the GUI used for the configuration, fault and performance management of the MAS in the C20 – Application Server configuration.
- Describe the Session Border Controller in the C20 – Application Server configuration.
- Describe the process of provisioning a C20 – Application Server user.
- Describe each process used for accessing the Application Server applications and why each access process would be used.

Prerequisite Skills: None

Prerequisite Courses: None

Course Length and Delivery Method: 1 Day – Self Paced

(AS13) Application Server (AS) C20 Hosted Overview

Course Description:

This course provides a technical overview of the C20 – Application Server configuration.

Intended Audience:

Managers, administrators and anyone needing a technical overview of the C20 – Application Server.

Key Topics:

- Identify the AS subscriber services and applications.
- Describe the OAMP functions of the System Manager.
- Describe the purpose of the Provisioning Manager.
- Describe the AS call processing components.
- Identify AS Media and voicemail servers.
- Learn how to access the AS GUI interfaces.
- Describe the purpose of the Session Border Controller.

Objectives:

Upon completion of this course, you will be able to:

- Identify the types of subscriber services and key concepts provided by the C20 – Application Server configuration.
- Describe the System Manager and the GUI used for the system configuration, fault and performance management of the C20 – Application Server configuration.
- Describe how the Provisioning Manager is responsible for the creation and customization of customer-unique data in the C20 – Application Server configuration.
- Describe the purpose of each of the C20 – Application Server call processing components.
- Describe the MAS and the GUI used for the configuration, fault and performance management of the MAS in the C20 – Application Server configuration.
- Describe the Session Border Controller in the C20 – Application Server configuration.
- Describe the process of provisioning a C20 – Application Server user.
- Describe each process used for accessing the Application Server applications and why each access process would be used.

Prerequisite Skills:

None

Prerequisite Courses:

None

Course Length and Delivery Method: 1 Day – Leader Led

(AS20) C20 – Communications Application Server Administration, Maintenance, Provisioning and Fault Management

Course Description:

The purpose of this course is to teach students how to provision, maintain, administer and troubleshoot the C20 hosted Communications Application Servers.

Intended Audience:

This course is designed for people interested in learning about Provisioning, Administration, Maintenance, and Fault Management tasks for the C20 hosted Communications Application Servers.

Key Topics:

- Infrastructure Configuration
- Element Manager Access
- Network Element Administration
- Managing Domains
- Manage Subscribers
- GENCom Client
- Routine Maintenance
- Fault Management

Objectives:

Upon completion of this course, you will be able to:

- Correlate key data across network components
- Navigate the Provisioning Client, the SMCG, and the MAS GUI
- Create and manage User Accounts
- Manage Domains, Locations, and Services
- Navigate OSSGate and use the Batch Provisioning tool
- Navigate the Personal Agent and the GENCom Client
- Perform maintenance on server components
- Manage faults on the server platforms

Prerequisite Skills:

None

Prerequisite Courses:

A210 or AS13 – C20–Application Server (AS) Overview

Course Length and Delivery Method: 4 Days – Leader Led

(AS15) – C20-AS and GENView Provisioning and Portals System Administration

Course Description:

The AS15 System Administration Course introduces System Management Content for newly installed C20-AS and AS Stand Alone systems with GVPP. The course material covers administration, management, maintenance, fault management and trouble-shooting for the interfaces used with the C20-AS and GVPP System (System Management Console GUI, Provisioning Client, and the GVPP Portal Server).

Intended Audience:

This course is intended for anyone responsible for System Administration of a new C20-AS and GVPP System.

Key Topics:

- Understand the C20-AS and GVPP Applications
- Manage Hardware and Software Options
- Manage and Administer the C20-AS and GVPP Configuration
- Perform Maintenance Tasks on the C20-AS and GVPP platform
- Manage GVPP Reporting
- Understand C20-AS and GVPP Fault Management Options
- Perform Troubleshooting on the C20-AS and GVPP platform

Prerequisite Courses:

GVPP10

Course Length and Delivery Method

2 Day Leader Led

(AS22) C20 – Application Server and GVPP Administration Maintenance, Provisioning and Fault Management

Course Description

The purpose of this course is to teach students how to provision, maintain, administer and troubleshoot the C20 hosted Application Server with GENView Provisioning and Portals

Intended Audience

This course is designed for people interested in learning about Provisioning, Administration, Maintenance, and Fault Management tasks for the C20 hosted Communications Application Servers with the GENView Provisioning and Portals Application

Key Topics

- Network Element Administration
- Building Customers
- Provisioning
- Orders
- Groups
- Routine Maintenance
- Fault Management
- Reseller Interface
- SMB Interface
- Subscriber Interface
- MAS Services
- Infrastructure Configuration

Objectives

Upon completion of this course, you will be able to:

- Describe the AS and GVPP Applications
- Navigate the AS and GVPP Applications
- Create and manage User Accounts
- Create Customers, Manage Domains, and Services
- Provision Subscribers, Voice Services and SIP Devices
- Perform maintenance on server components
- Manage faults on the server platforms

Prerequisite Skills: None

Prerequisite Courses: AS13, GVPP10

Course Length and Delivery Method

5 Days – Hands-In E-learning

(AS24) – C20-AS and GENView Provisioning and Portals Enterprise Administration, Provisioning and Reporting

Course Description:

The AS24 familiarizes students with the provisioning, management, and reporting capabilities of the C20-AS with GVPP System. Through the course the student will be introduced to the core provisioning and management activities of voice service Subscribers, SIP Devices, voice service groups, as well as Reporting, Fault Management and Log File Tracking.

Intended Audience:

This course is intended for System Administrators, Provisioning Managers, Reseller and Customer Admins who will provision and manage subscribers and subscriber voice services for a new C20-AS and GVPP system.

Key Topics:

- Creation and management of Administration accounts across the C20-AS and GVPP System Interfaces.
- Provisioning of SIP and Lines, Voices Service Groups (MDN, CPU, HUNT, etc)
- Order Management, including the Bulk Add, Change and using the Portal Server Interface. [This does not include the bulk import from a spreadsheet.]
- SIP Device Configuration File Generation and Storage
- Bulk Import via spreadsheet using the Bulk Import Function
- Reporting of SIP Line Provisioning Activities.
- Viewing Logs, Fault Management and Switch Synchronization (as required)

Prerequisite Courses:

GVPP10

Course Length and Delivery Method

3.5 Day Leader Led

(SPBX15) C20 - SIP-PBX Trunk Provisioning

Course Description:

This course introduces you to the SIP-enabled VoIP VPN and the terminology and interfaces. This course will lead you through the procedures to provision a SIP-enabled VoIP VPN. Also, this course will familiarize you with the maintenance fundamentals of the SIP-enabled VoIP VPN.

Intended Audience:

Anyone who is expected to commission, provision, or maintain Session Initiation Protocol-enabled Voice over Internet Protocol Virtual Private Network (SIP-Enabled VoIP VPN) on the C20

Key Topics:

- SIP-enabled VoIP VPN Configuration Overview
- SIP-enabled VoIP VPN Configuration Gateway Controller, Communication Server
- SIP-enabled VoIP VPN Configuration SSL System Manager, Media Portal Insertion
- SIP-enabled VoIP VPN Configuration Domains, Number Qualifiers and Service Packages , OSSGate XML Interface
- SIP-enabled VoIP VPN Maintenance Fundamentals
- Survival SIP Proxy (SSP)

Objectives:

Upon completion of this course, you will be able to:

- Describe, at a high level, the Session Initiation Protocol-enabled Voice over Internet Protocol Virtual Private Network (SIP-Enabled VoIP VPN) solution for C20.
- Identify tools and procedures required to implement SIP-enabled VoIP VPN.
- Perform Gateway Controller configuration to the SIP-enabled VoIP VPN.
- Perform provisioning required to set up the PRI interface between the core and the SIP-Enabled VoIP VPN.
- Perform provisioning required at the System Management Console to set up the interface for the SIP-Enabled VoIP VPN.
- Provision Media Portal insertion for the SIP-Enabled VoIP VPN.
- Perform provisioning required at the Provisioning Client for the SIP-Enabled VoIP VPN.
- List the capabilities of the OSSGate XML interface for SIP-Enabled VoIP VPN.
- Use the new and changed maintenance tools available for SIP-Enabled VoIP VPN.
- Describe, at a high level, the Survival SIP Proxy (SSP)

Prerequisite Skills: Basic PC skills, Network Surveillance and Fault Management, switching operation and switching procedures

Prerequisite Courses:

AS10 or AS13 – C20– Communication Application Server (AS) Overview

Course Length and Delivery Method: 2 Day – Self-Paced

(SPBX16) AS Standalone SIP PBX Trunking Configuration, Operations and Administration

Course Description:

The purpose of this course is to provide you with the skills and knowledge to configure and operate the AS Standalone SIP PBX Trunking Feature.

Intended Audience:

This course is designed for individuals who are responsible for configuring and maintaining the SIP PBX Trunking Feature of the AS Standalone.

Key Topics:

- SIP PBX Trunking
- Software requirements
- Management interfaces
- Configuration – System Manager, Provisioning Manager, PBX Extensions and EN ranges.
- Call Feature Configuration based on Screening services
- Performance and Fault Management
- SBC requirements.

Objectives:

Upon completion of this course, you will be able to:

- Describe the purpose of the SIP PBX Trunking Feature
- Identify the software requirements for SIP PBX Trunking Feature
- Identify the different management interfaces.
- Configure System Management Console Parameters.
- Configure Provisioning Manager interface
- Configure PBX Extension Users
- Configure PBX DN Ranges
- Identify requirements to configure the Call Forward Variants and Call Type Based Screening services
- Examine and use performance and fault management tools available for the SIP PBX Trunking Feature.
- Identify SBC requirements with AS SIP PBX Trunking Feature

Prerequisite Skills: Basic PC skills, Network Surveillance and Fault Management, switching operation and switching procedures

Prerequisite Courses:

AS11 or AS12 – Application Server (AS) Standalone Overview

Course Length and Delivery Method: 2 Day – Leader Led

(IMM20) EXPERiUS Intelligent Messaging Manager Provisioning and Administration

Course Description:

The purpose of this course is to teach students how to provision and manage the Intelligent Messaging Manager Application.

Intended Audience:

This course is designed for people interested in learning about Provisioning, Administration, Maintenance, and Fault Management tasks for the Intelligent Messaging Manager Application.

Key Topics:

- Features Overview
- Platform Architecture
- Data Structures
- Application Provisioning
- Managing Auto-Attendant
- Managing Subscribers
- Bulk Provisioning
- Maintenance and Troubleshooting

Objectives:

Upon completion of this course, you will be able to:

- Understand the IMM Application
- Understand the IMM Platform and Application Architecture
- Identify the components of the IMM Data Structure
- Provision the IMM Application
- Configuring and Managing the Auto-Attendant Application
- Manage the Subscriber Environment
- Understand the Bulk Provisioning process
- Understand the Maintenance and Troubleshooting of the IMM

Prerequisite Skills

None

Prerequisite Courses:

None

Course Length and Delivery Method

2 Day – Leader Led

(WAM15) Web Application Manager (WAM) Operations & Configuration

Course Description:

The purpose of this course is to provide you with the skills and knowledge to understand the operations, configuration, and maintenance of the Web Application Manager (WAM).

Intended Audience:

This course is designed for individuals who are responsible for installing and maintaining WAM in a Voice over IP network.

Objectives:

Upon completion of this course, you will learn:

- Describe the purpose of the Web Application Manager (WAM).
- Identify the hardware and Software requirements for WAM.
- Understand IP Network integration for the WAM
- Identify the different WAM management interfaces.
- Configure WAM Service Parameters.
- Identify and configure WAM External Provider interfaces.
- Identify and configure WAM client adapter interfaces.
- Configure WAM Subscriber Accounts.
- Examine and use fault management tools available for the WAM.

Prerequisite Skills:

- Basic PC skills
- Basic Server Operations
- Basic understanding of IP Networks
- Basic understanding of Voice over IP (VoIP)

Prerequisite Courses:

None

Course Length and Delivery Method

2 Day – Self-Paced

(WMM10) Wireless Mobility Manager (WMM) Basic Overview

Course Description:

This course provides an introduction to the Wireless Mobility Manager Solution. It will identify the architecture, network scenarios and it will describe the hardware and software that enables the WMM functionality.

Intended Audience:

Anyone wanting an introduction to the Wireless Mobility Manager (WMM).

Key Topics:

- Convey the concept of Wireless Mobility by defining network scenarios and identifying the protocols and interfaces WMM supports to enable these functions
- Provide details on the services that can be enabled with WMM by displaying the call flows of the different services and highlighting the interaction of the different interfaces and protocols in that process
- Understand the hardware and software needed for the WMM solution

Objectives:

Upon completion of this course, you will be able to:

- Describe the purpose of the Wireless Mobility Manager solution
- Identify WMM network operational scenarios
- Explain the architecture of the WMM solution
- Identify the hardware and software requirements for WMM
- Identify the WMM management interfaces
- Identify the WMM network interfaces
- Describe the High Availability features of the WMM solution

Prerequisite Skills:

None

Prerequisite Courses:

None

Course Length and Delivery Method

2 – 3 Hours – Self-Pace

(KL15) Kandy Link Operations and Configuration

Course Description:

The purpose of this course is to provide you with the skills and knowledge to understand the Operations, Configuration, and Maintenance of Kandy Link.

Intended Audience:

This course is designed for individuals who are responsible for installing and maintaining Kandy Link in a Voice over IP network.

Key Topics:

- Overview
- Hardware and Software
- Network integration
- Management Interface
- Configuration
- Fault Management

Objectives:

Upon completion of this course, you will be able to:

- Describe the purpose of Kandy Link
- Identify the hardware and Software requirements for Kandy Link.
- Understand IP Network integration for the Kandy Link
- Identify the different Kandy Link management interfaces.
- Configure Kandy Link Service Parameters.
- Identify and configure Kandy Link External Provider interfaces.
- Identify and configure Kandy Link client adapter interfaces.
- Configure Kandy Link Subscriber Accounts.
- Examine and use fault management tools available for the Kandy Link.

Prerequisite Skills:

None

Prerequisite Courses:

None

Course Length and Delivery Method

2 Days – Self-Paced

(SPiDR15) SPiDR Operations and Configuration

Course Description:

The purpose of this course is to provide you with the skills and knowledge to understand the operations, configuration, and maintenance of SPiDR.

Intended Audience:

This course is designed for individuals who are responsible for installing and maintaining SPiDR in a Voice over IP network.

Key Topics:

- Overview
- Hardware and Software
- Network integration
- Management Interface
- Configuration
- Fault Management

Objectives:

Upon completion of this course, you will be able to:

- Describe the purpose of SPiDR
- Identify the hardware and Software requirements for SPiDR.
- Understand IP Network integration for the SPiDR
- Identify the different SPiDR management interfaces.
- Configure SPiDR Service Parameters.
- Identify and configure SPiDR External Provider interfaces.
- Identify and configure SPiDR client adapter interfaces.
- Configure SPiDR Subscriber Accounts.
- Examine and use fault management tools available for the SPiDR.

Prerequisite Skills:

None

Prerequisite Courses:

None

Course Length and Delivery Method

2 Days – Self-Pace

(GBM15) GENView Billing and Mediation Operators Course

Course Description:

The 2-Day Leader Led GBM15 – GENView Billing and Mediation Operators Course Train the Trainer course includes all the topics listed below for the Operators Course and additional notes and explanations are covered to ensure the students understanding of the topics.

Intended Audience:

This course is intended for Operators, Technicians, and Support Personnel who will be supporting End Users, Customers and Resellers of the GVPP Platform.

Objectives:

Upon completion of this course, you will be able to:

- Understand the overview and general architecture of the GENView Billing and Mediation software.
 - Understand the various GBM Interfaces, inputs and outputs available.
- Understand the GBM Features and Functions, including:
 - Understand the use of the System Functions used within GBM
 - Understand the Software Architecture, Environment and Options available to GBM
 - Understand the Data Collection, Data Flow and Data Processing of GBM
 - Understand the creation and use of System Reports
 - Understand the creation and use of Audit Reports
- Understand the basic GBM Web Interface and it's general use
- Understand the Network Element Configuration for GBM
 - Understand the Network Element Interface
 - Understand the Schedule Configuration
 - Understand the Global Parameters
- Understand the Process Group Configuration
 - Understand the Output Destination Configuration
 - Understand the Transfer Task Configuration
 - Understand the Process Group Creation
 - Understand the Application Processes
 - Understand the Task Related Files
 - Understand the creation and use of the FTP log files
- Understand the Surveillance and Reporting options within GBM
 - Understand the Reporting Tools
 - Understand the Monitoring Tools
 - Understand the Network Element List
 - Understand the Report Generation
 - Understand the Support Menu
 - Understand the Help Menu
 - Understand the System Tools
 - Understand the available Unix Utilities
 - Understand the Alarm Monitoring and Reporting
- Understand the System Utilities
 - Understand the Application Tools
 - Understand the Application Control
 - Understand the Tertiary Reprocessing (When applicable)
 - Understand the Data Viewers
 - Understand the Alarm Files and utilities

- Understand the Network Element Information
- Understand the Unix Utilities
- Understand the System Administration
 - Understand the System Administrative Functions
 - Understand the Deleting Elements
 - Understand the System Control
 - Understand the Application Utilities
 - Understand the Configuration Files
 - Understand the Performance Graphs
 - Understand the Creating a new user
 - Understand the Access Control and logging
 - Understand the Alarm Monitoring
 - Understand the Scheduled Tasks

Pre-requisite Skills:

None

Prerequisite Courses:

None

Course Length and Delivery Method

2-day, Leader Led

(GVPP10) GENView Provisioning and Portals Overview

Course Description:

This course provides a technical overview of the GENView Provisioning and Portals software suite, its main user interfaces and the hardware and software platforms used.

Intended Audience:

Managers, administrators and anyone needing a technical overview of the GENView Provisioning and Portals software.

Key Topics:

- Introduction to the GENView Provisioning and Portals Interfaces: Portal Server, Reseller Interface, Small and Medium Business Interface, and End User Interface.
- System Manager
- Description of the Hardware and Software requirements of the GVPP System.
- Description and usage of common Terms and Terminology in the GVPP System.

Objectives:

Upon completion of this course, you will be able to:

- Understand the GVPP Terms and Definitions
- Understand the GVPP Hardware and Software
- Identify the steps to setup and provision the GVPP application
- Identify the different GVPP GUI management interfaces

Prerequisite Skills: None

Prerequisite Courses: None

Course Length and Delivery Method

1/2 Day –Self-Paced

(GVPP15) GENView Provisioning and Portals System Administration

Course-Description

The 1-Day Leader Led GVPP15 – GENView Provisioning and Portals System Administration Course is designed to familiarize students with all of the necessary topics to configure, maintain, and troubleshoot the GENView Provisioning and Portals application.

Intended Audience

Network and System Administrators in charge of maintaining the GENView Provisioning and Portals Application

Key Topics

- Hardware and Software
- Configuration
- Administration
- Maintenance
- Reporting
- Troubleshooting

Objectives

Upon completion of this course, you will be able to:

- Understand the GVPP Application
- Manage Hardware and Software
- Manage and Administer the GVPP Configuration
- Perform Maintenance Tasks on the GVPP platform
- Manage GVPP Reporting
- Understand GVPP Fault Management
- Perform Troubleshooting on the GVPP platform

Prerequisite Skills: None

Prerequisite Courses: GVPP10

Course Length and Delivery Method

1 Day – Leader-Led

(GVPP20) GENView Provisioning and Portals – Setup, Administration, Provisioning, Fault Management, Reporting and Auditing

Course-Description

This course familiarizes students with the setup, administration, provisioning, fault management and reporting capabilities of the GVPP System and its four main interfaces. Through the course the student will be introduced to the core network setup activities for network elements used in the GVPP system, provisioning and management of voice service Subscribers, SIP Devices voice service Groups, as well as Reporting, Fault Management and Log File Tracking. The course includes lessons on the Reseller, SMB and End User Interface as standalone videos, allowing you choose which lesson/video you want take.

Intended Audience

System Administrators, Provisioning Managers, Reseller and Customer Admins as well as anyone who will use the GVPP system to provision and manage subscribers and subscriber voice services

Key Topics

- Setup of Administration Tasks such as Network Elements, Voice Mail Servers, Voice Feature Packages and SIP Device Templates
- Creation and management of Service Providers and Customers
- Provisioning Customer Groups, Domains and Voice Services
- Managing Subscribers in the Portal Server, SMB Interface and End User Interface
- Viewing Logs, Fault Management, and Audit Trail

Objectives

Upon completion of this course, you will be able to:

- Setup and manage Network Elements, Voice Feature Packages, and SIP Device Templates that will be used by the GVPP System
- Setup Service Providers in the GVPP System
- Build Customers along with the required, switch-dependent Customer Elements
- Provision Subscribers, Stations, SIP Devices and Station Templates in the Portal Server
- Uses the Order Explorer to navigate orders generated by the system, as well as use the Bulk Order Editor.
- Build and Manage Groups and Authorization Codes in the Portal Server
- Identify the main components of the GVPP System, its four main interfaces and how to access them

Prerequisite Skills: None

Prerequisite Courses: GVPP10

Course Length and Delivery Method

4 Day – Leader-Led

(GVPP21) GENView Provisioning and Portals for Enterprise – Provisioning, Fault Management, Reporting, Auditing and Interfaces

Course-Description

This course familiarizes students with the provisioning, fault management, reporting capabilities of the GVPP System and its four main interfaces. Through the course the student will be introduced to the core provisioning and management activities of voice service Subscribers, SIP Devices, voice service groups, as well as Reporting, Fault Management and Log File Tracking. The course includes lessons on the Reseller, SMB and End User Interface as standalone videos, allowing you choose which lesson/video you want take.

Intended Audience

System Administrators, Provisioning Managers, Reseller and Customer Admins as well as anyone who will use the GVPP system to provision and manage subscribers and subscriber voice services

Key Topics

- Provisioning of SIP and Non-SIP Lines, Voices Service Groups (MDN, CPU, HUNT, etc)
- Order Management, including the Bulk Add, Change and using the Portal Server Interface. [This does not include the bulk import from a spreadsheet.]
- SIP Device Configuration File Generation and Storage
- Bulk Import via spreadsheet using the Bulk Import Function
- Viewing Logs, Fault Management and Switch Synchronization (as required)

Objectives

Upon completion of this course, you will be able to:

- Provision Subscribers, Stations, Service Groups and Station Templates in the Portal Server.
- Uses the Order Explorer to navigate orders generated by the system, as well as use the Bulk Order Editor.
- Understand and Generate SIP Device Configuration Files for SIP Devices.
- Run Reports, track logs and view faults in the Portal Server.

Prerequisite Skills: None

Prerequisite Courses: GVPP10

Course Length and Delivery Method: 2 Day – Leader-Led

(GVPP30) – GENView Provisioning and Portals HTML5 Reseller Interface

Course Description:

The GVPP30 Reseller Interface Video reviews the various management options for Service Provider Admins and Resellers, managing Customers in the Reseller Interface. Management of Customer Admins, and access to the Small and Medium Business Interface is also covered.

Intended Audience:

This course is intended for anyone requiring a basic understanding of the Reseller Interface for Service Provider Management of Customers and Customer Admins.

Key Topics:

- Navigate the Reseller Interface
- Manage Customers
- Create and Manage Customer Admins
- Use the Customer Admin credentials to access the SMB Interface

Prerequisite Courses:

GVPP10

Course Length and Delivery Method

30 minutes Self-Paced

(GVPP31) – GENView Provisioning and Portals HTML5 SMB Interface

Course Description:

The GVPP31 Reseller Interface Video reviews the various management options for Service Provider Admins and Resellers, managing Subscribers in the Small and Medium Business (SMB) Interface. Provisioning of Subscribers, SIP Devices, and Voice Groups are also covered.

Intended Audience:

This course is intended for anyone requiring a basic understanding of the SMB Interface for Customer Admin Management of Subscribers.

Key Topics:

- Understand the SMB Interface Login and requirements for operation
- Manage the interaction between the Voice Feature Package, Station Template and Provisioning abilities of the SMB Interface
- Provision, Manage and Delete Subscribers, Voice Services and SIP Devices
- Provision, Manage and Delete Station Groups
- Manage Subscriber Self-Care Services

Prerequisite Courses:

GVPP10

Course Length and Delivery Method

1 hour Self-Paced

(GVPP32) – GENView Provisioning and Portals HTML5 EUI Interface

Course Description:

The GVPP32 End User Interface Video reviews the interface for Subscribers to manage their own voice service and associated SIP Devices in a HTML5 capable browser. Options discussed include the management of call handling options and voice service features, access to SIP device parameters, call logs and personal address book.

Intended Audience:

This course is intended for anyone requiring a basic understanding of the End User Interface for Subscribers.

Key Topics:

- Understand the EUI Interface Login and requirements for operation
- Manage Call Handling through the EUI Interface
- Manage Voice Services Features and SIP Devices
- Manage Calling Logs and Personal Address Book

Prerequisite Courses:

GVPP10

Course Length and Delivery Method

30 min Self-Paced

(Course 100) CIM Overview

Course Description:

Upon completion of this course the students will understand the software, hardware components and various architectures, such as the Service and Remote Telephone Nodes that make up a that make up a CIM.

Intended Audience:

Anyone who needs an introduction to the Converged Intelligent Messaging Node. This includes technical and non-technical Project Managers, NOC, customer support, and system administrators.

Topics:

Upon completion of this course, you will be able to:

- CIM System Architecture
 - The Software Components that make up the CIM
 - What are CIM Service Node dependencies and Interworking's
 - Review several example application call management flows such as
 - Subscriber authentication
 - Message Deposit
 - Message retrieval
- Defining Class of Services (COS)
 - General Services supported by the CIM as well as customer specific services
- CIM general and customer specific hardware overview, focusing on server and networking equipment.
- Managing the CIM from a system administrator perspective. Discussions will focus on the standard Linux and GENBAND system tools.
- Managing end user subscriber accounts by using the GENBAND Operations and Support System (OSS).
 - Students will learn how the OSS can be used to help Diagnose some of their end subscriber problems
- Understanding the CIM's based alarming, monitoring and fault diagnostic tools that are available.

Pre-requisite Skills:

None

Prerequisite Courses:

None

Course Length and Delivery Method

1/2 day, Leader Led

(Course 200) Customer Support Tier 1 & Tier 2

Course Description:

The CIM customer support training is a combined Tier 1 & Tier 2 course given over 2 days. The first day is typically spent in defining the service's features, functions and configuration options for each Class of Service (COS). To enforce what they have learned, students are broken into groups that will work through a set of exercise demonstrating the different telephony features and functions.

The second day focuses on using the Operations Support System and Utilities to manage and administer and trouble shoot subscriber accounts. An extensive OSS workshop is part of this training. In addition, optional CIM offer such as Auto Attendant are discussed. A general course review is part of the second day as well as time for Questions and Answers.

Intended Audience:

This course is intended for Customer Support Organizations that provide direct support for end users in resolving end user problems.

Topics:

- CIM High level overview
- Class of Services (COSs) descriptions
- Understanding the end-user Telephony User Interface
 - Accessing the Systems
 - Types of access
 - Subscriber Account Initialization
 - Subscriber Access & Setup
 - Understanding Account Operation and Global Controls
 - Caller Access and Control
 - Telephony Workshop – Students are grouped together and work several exercises
- Understanding the end-user Web GUI Interface
 - Web Access
 - Web account setup and features functionality
 - Other capabilities
 - Web GUI - Students are grouped together and work several exercises
- Understanding the CIM Mobile Clients features and functionality
 - iPhone & Android Client access for downloads
 - Client setups and feature functionalities
 - User interfaces
- Introduction to the CIM Operations and Support System (OSS) tool, which is used to manage end-user accounts
 - OSS Access
 - Agent Features and Functions
 - Agent Administration
 - End-user Account Administration
 - Provisioning and end-user Account Management
 - OSS Workshop - Students are grouped together and work several OSS exercises, enforcing what they have learned

- Understanding additional CIM Diagnostic Tools that are available
 - Using SmartTrack to trace calls
- High Level Trouble Shooting and Analysis
 - Using the OSS and Utilities
- Understanding Additional Optional CIM offers
 - Auto Attendant (AA) Functions and Features (VR Pro)
 - AA Menus and Operations
 - AA Setup and Configurations
 - Directory Setup and Administration
- Review and Open Discussions

Pre-requisite Skills:

An understanding of Customer Support practices and procedures.

Prerequisite Courses:

None

Course Length and Delivery Method

2 day, Leader Led

(Course 300) CIM Systems Administration

Course Description:

The information presented in the course is supported by documentation such as the System Administrator's Guide, Fault and Performance Monitoring Alarm Reference & Troubleshooting Guide, Operations and Support System (OSS) System Administration Guide, etc.

Upon completion of this course, the student will be able to effectively understand and operate a CIM Service Node. The topics covered in this course also include remote hands on demonstrations by the instructors as well as class exercise, using the lab configuration.

The training modules described are based on generic training package that may change slightly, for individual customers based on specific requirements and deployments:

Intended Audience:

This course is designed for those individuals who will be responsible for the day-to-day management of the CIM Node, typically tier II and Tier III Administrators.

Topics:

- CIM Infrastructure & Hardware Overview
- Software Architecture and Data Flows
- OSS Administration
- Statistics and Reporting
- System Management
- System Monitoring and Troubleshooting

Pre-requisite Skills:

Working knowledge of UNIX and LINUX OS Administration is a must.

Prerequisite Courses:

None

Course Length and Delivery Method

3 days, Leader Led

(KBS10) Kandy Business Solutions Overview

Course Description:

KBS10 is designed to welcome new Kandy Business Solutions Partners and provide them with information to get started as a Kandy Business Solutions reseller. The course includes an overview of the Kandy Business Solutions Cloud and the services and features offered information on where to find resources, and roles and responsibilities between the Kandy Business Solutions Partner and GENBAND.

Intended Audience:

This course is intended for anyone requiring basic knowledge/functionality of the Kandy Business Solutions cloud offering.

Objectives:

Upon completion of this course, the student will be able to:

- Understand the key features and benefits of Kandy Business Solutions
- Gain a better understanding of the Kandy Business Solutions Cloud Architecture
- Understand what documents are available to support various functions within the reseller organization
- Define the roles and responsibilities of each function of the reseller organization and the GENBAND counterparts.
- Describe the onboard process for Partners and Customers
- Place orders into GENBAND for products or services
- Understand the purpose of the Needs assessment, Kandy Business Solutions Site Survey, Kandy Business Solutions CIQ and Contact Center CIQ.

Prerequisites:

N/A

Course Length and Delivery Method

2 hours, Self-Pace

(KBS15) Kandy Business Solutions Tier 1 Support

Course Description:

This course is designed to help new Kandy Business Solutions Partners understand the GENBAND Support Processes and provide their customers support on common issues related to end users. The course includes an overview of the Kandy Business Solutions Portal and GENBAND Support Process. It includes information on how to capture logs, perform basic troubleshooting, performing traces and a list of common issues associated with turning up service.

Intended Audience:

This course is intended for Kandy Business Solutions Partner Tier 1 support personnel.

Objectives:

Upon completion of this course, the student will be able to:

- Understand the Kandy Business Solutions call flow patterns
- Describe the GENBAND Tier 1 Support Process. Opening and tracking support tickets.
- Understand the Kandy Business Solutions documentation resources available
- Utilize the integrated Kandy Business Solutions support tools for troubleshooting end user issues
- Demonstrate knowledge of common issues related to supporting Kandy Business Solutions end users

Prerequisites:

Basic understanding of SIP technology
KBS10, KBS20
SIP School for Tier 1 support only

Course Length and Delivery Method

1/2 Days, Leader Led

(KBS20) Kandy Business Solutions Partner Operations

Course Description:

NUV20 is designed to provide Kandy Business Solutions Partners with the skills and tools necessary to onboard new customers onto Kandy Business Solutions and provide ongoing Tier 1 support.

Intended Audience:

This course is intended for functional roles requiring the skills necessary to onboard a customer and provide end user support.

Objectives:

Upon completion of this course, the student will be able to:

- Support the development of engineering plans for onboarding a new customer site.
- Complete all the necessary forms such as site surveys, CIQ "Customer Information Query", Needs Analysis and Contact Center CIQs.
- Setup and manage products catalogs and pricing within the Kandy Business Solutions portal.
- Provision services within the Kandy Business Solutions portal.
- Provision and activate voice features on end user clients or desk phones that are not considered plug and play.
- Understand the setup and use of the GENcom Personal Agent.
- Support Tier one issues related to Kandy Business Solutions PBX and Contact Center end user service requests.
- Administer Contact Center line side provisioning.

Prerequisites:

Basic understanding of SIP technology

KBS10

SIP School for Tier 1 support only

Course Length and Delivery Method

2 Days, Leader Led

(KBS21) Kandy Business Solutions Contact Center

Course Description:

KBS21 is designed to provide the student (Channel Partner) with a complete understanding of GENBAND's Kandy Business Solutions Contact Center functionality, administration and deployment requirements.

Intended Audience:

This course is intended for functional roles requiring the skills necessary to onboard a customer and provide end user support.

Objectives:

Upon completion of this course, the student will be able to:

- Describe the Kandy Business Solutions Cloud Based Contact Center Architecture.
- Understand the roles and responsibilities of GENBAND and the Channel Partner.
- Describe the Agent Module deployment scenarios
- Demonstrate knowledge of the Kandy Business Solutions CC CIQ
- Install Agent module software
- Identify the capabilities of the Agent Module Privilege Levels
- Describe the Multimedia requirements for each MM object type
- Demonstrate knowledge of the Call Tree Editor tool and process flow
- Understand the Tier 1 Support Process

Prerequisites:

Basic understanding of SIP technology
KBS10, KBS20
SIP School for Tier 1 support only

Course Length and Delivery Method

4 Days, Leader Led