

MNO Portal Offer Service Manager - Administration

Support your business by mastering your Service Manager solution



Increasing the revenue generated by SIM based service usage is a major concern. In that regard, Service Manager is a state-of-the-art platform using Over The Air technology, which enables telecom operators to accurately manage SIM-based.

Keeping your SM system running at its **optimum performance level is a must**. With downtime and system hang ups always being a major concern, what is needed is a course on administration principles and to give practical advice on the **Service Manager platform**.



At the end of the training you will

- > Control and manage the multiple users on the platform
- > Administrate & maintain a fully functional SM platform
- > Manage billing facilities

Who should attend

- > System Administrator
- > Customer Service Representatives

Pre-requisites:

- > SM platform introduction & Usage
- > GSM standards
- > Unix

This course is held in English

Key topics

- > Architecture
- > File structure
- > Platform supervision
- > Platform troubleshooting
- > Billing management



Day 1	Practice
<p>Architecture</p> <ul style="list-style-type: none"> High level overview of the internal modules <p>Unix Environment</p> <ul style="list-style-type: none"> Start & Stop sequence of the platform <p>User Profile & Account</p> <ul style="list-style-type: none"> Create Profiles & Accounts Specify what service/applets to deliver Choose the default SMSC <p>Platform Supervision</p> <ul style="list-style-type: none"> SNMP Billing files Log files Audit Trail <p>Product Configuration & Parameters</p> <ul style="list-style-type: none"> Product configuration and parameters How to setup the logs content <p>Unix Environment</p> <ul style="list-style-type: none"> File locations <p>How to fine tune campaigns</p> <ul style="list-style-type: none"> Classical XCT campaigns <p>Billing management</p> <ul style="list-style-type: none"> Setting up Gather billing file 	<p>Start / Stop the OTA platform</p> <p>Creation of User Profile and account</p> <p>Activate / Deactivate platform supervision systems</p> <p>Product configuration and parameters Analyzing the Log File</p> <p>Linux / Windows browsing</p> <p>Campaign executions</p> <p>Billing file generation</p>

