Personal Life Mobilizer Introduction and Usage
Fully understand your solution and its usage principles

Personal Life Mobilizer solution is bringing today a lot of benefits for Telecom Operators and end users by providing a secure place where end users can store their personal information such as phonebook.

This course delivers the usage principles and user experience so you will fully understand your PLM solution.

At the end of the training you will

- Manage the phonebook of the users in the (U)SIM card and in the handset using user-friendly interfaces.
- Understands the subscriber life cycle and Use-Cases.
- Manage subscribers via Customer Care Interface.

Who should attend

- Telecom Operators
- System Administrator
- Customer Service Manager
- SIM Manager

Pre-requisites:

- OTA
- (U) SIM Card Phonebook

This course is held in English.

Key topics

- Customer Care Interface
- Self Care Interface
- Phonebook backup
- Subscriber Life Management
### Course Schedule

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Practice</th>
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| **Introduction:**  
  > What is Personal Life Mobilizer Solution? |  
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| **PLM solution:**  
  > **Use Cases for Contacts Management**  
    Backup, Synchronization, Restore  
    Conflict Resolution rules  
  > **General Subscribers Use Cases**  
    Subscriber registration, SIM swap, Handset swap, Handset configuration, Service promotion |  
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| **PLM Customer Care Interface**  
  > **SIM/Handset Contacts management via Customer Care Interface:**  
    Backup, Synchronization, etc  
  > **SIM Contacts management via Customer Care Interface**  
    Backup, Synchronization, etc  
  > **Customer Care Interface usage:**  
    Settings, history, statistics |  
  |  
| **PLM Self Care Interface**  
  > **SIM/Handset Contacts management via Self Care Interface:**  
    Backup, Synchronization, etc  
  > **Self Care Interface usage:**  
    Settings, history. |  
  |  
| Practical exercises for SIM/handset phonebook on CCI with different use cases. |  
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| Practical exercises for SIM only phonebook on CCI with different use cases. |  
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| Manage CCI settings.  
  Execute operations for subscriber and check subscriber history, statistics and monitoring |  
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| Practical exercises for SIM/handset phonebook on SCI with different use cases. |  
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| Manage SCI settings.  
  Execute operations for subscriber and check subscriber history. |  
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For Location and course fee please refer to regional schedules on: [www.gemalto.com/training](http://www.gemalto.com/training)  
or contact us at [http://www.gemalto.com/training/contact.html](http://www.gemalto.com/training/contact.html)