

Device Management Introduction & Usage

Ensure handsets are always well configured to better serve your customers



Addressing your **customers' needs** regarding hassle-free and **reliable mobile phone configuration** is a major concern. Device Management is a state-of-the-art platform, which quickly and effectively manages device configuration settings **Over The Air (OTA)**, so that end-users can use straight away your value-added data services without worrying about how to configure their mobile phone. This training covers all **solution use cases, business cases and end user experience**. All you need to get the most from your Device Management solution.



At the end of the training you will

- > Understand what Device Management is
- > Understand different Device Management scenarios: One shot request, Automatic Device Detection and Multiples updates
- > Understand solution interfaces: Customer Care and Self Care Interface
- > Understand how data from your Device Management solution can be used to boost your business.

Who should attend

- > VAS Managers
- > Customers Service Representatives
- > System Administrators
- > Handset Validation Team
- > Strategic Marketing

Pre-requisites:

- > SIM Basic knowledge

This course is held in English

Key topics

- > Mobile Data Services Configuration
- > Over the Air (OTA) Configuration
- > Customer Care
- > Automatic Device Detection
- > Pre and Post Notification Message
- > Solution Reports

Course Schedule



Day 1	Practice
<p>Introduction/Overview</p> <ul style="list-style-type: none"> > What is Device Management? > Which services can be configured? > Solution use cases <p>Over The Air Configuration (Transaction) Management</p> <ul style="list-style-type: none"> > Sending one shot request to your subscribers > Monitoring your one shot request > Automatic Device Detection > Wireless Self Care > Customer Care Level 1 Interface > Web Self Care Interface > Pre-configured handsets 	<p>Solution demonstrations</p> <p>Service configuration analysis vs MNO services portfolio</p> <p>Sending and Monitoring one setting set</p> <p>Performing Automatic Device Detection & Self Care Use Cases</p> <p>Accessing CC Level 1 and Web Self Care Interface</p>
Day 2	Practice
<p>Campaign Management</p> <ul style="list-style-type: none"> > Scenarios, Targets > Creation and Scheduling > Monitoring <p>Solution Reports (Statistics)</p>	<p>Sending multiple updates to your subscribers by using a campaign</p> <p>Retrieving and analyzing solution reports</p>

