

# 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
- > Unix

This course is held in English

## Key topics

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



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

