Service Manager Training Package

All you need to master your Service Manager Solution

Objectives:

At the end of this courses you will:

- **Understand the fully potential of your Service Manager platform**
- **Be able to launch and monitor your DSTK Menu updates and/or promotional campaigns.**
- **Be able to provision new services and portals to keep your offer updated.**
- **Troubleshoot and know best practices to maintain your Service Manager solution.**

Key Topics:

- Service Content Management
- Promotional Push
- Campaign Management
- Services Provisioning
- Portals Provisioning
- Product Management
- Platform Administration

Who should attend:

- Project Managers
- IT Managers
- System Implementers
- Operation Engineers
- Support Engineers

With this training package, you will get all the info you need to master your Service Manager Solution. Understand all platform use cases, update your DSTK menus and run promotional campaigns, administrate and troubleshoot your platform by knowing the best practices implemented in the field. Service Manager Training package cover the 3 main administration trainings available for your Service Manager solution.

Each training session consists of:

- A Complete course manual
- Practical Exercises

Pre-requisites:

- This course requires participants to have a basic knowledge of the GSM networks, as well as an electronic or computer background
- This course is held in English

Duration: 3 Days

Course fee:

Please refer to regional schedules on www.gemalto.com/training or contact us: http://www.gemalto.com/training/contact.html

Location:

Gemalto Training Centers
For on-site training, please contact us.

Course Schedule:

Day 1
Service Manager Introduction & Usage Training Please see brochure for detailed agenda.

Day 2
Service Manager Provisioning Training Please see brochure for detailed agenda.

Day 3
Service Manager Administration Training Please see brochure for detailed agenda.