

OTA Platform Introduction & Usage

Objectives:

At the end of this course you will:

- ✦ **Deliver Services to subscribers**
- ✦ **Perform SIM Card updates**
- ✦ **Schedule Campaigns and issue multiple updates**
- ✦ **Schedule with the XCT¹ the Campaigns and issue multiple updates**
- ✦ **Download Applet on (U)SIM Card**

Key Topics:

- ✦ What is over-the-air?
- ✦ Submitting a service request
- ✦ Monitoring service requests
- ✦ Viewing SIM card content
- ✦ Managing campaigns
- XCT

Who should attend:

- ✦ Customer Service Managers
- ✦ Customer Care Agents

Each training session consists of:

- ✦ A complete course manual
- ✦ Practical exercises



Giving your subscribers after sales satisfaction is the key to the future of your business. Having dedicated Customer Care agents operating your Over The Air (OTA) platform means that you have a strong and continuous connection with them. What is needed is a course on Usage principles and to give practical advice on the platform and the services held within it.

Pre-requisites:

- ✦ This course requires participants to have a basic knowledge of the following technologies:
 - GSM SIM Card Structure
 - ETSI & GSM Standards
- ✦ This course is held in English

Duration:

1,5 Days
Please, take this brochure as an example.

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.

¹ The XCT module are an extra half a day and only included, if you have them installed on your platform and bought the necessary licenses



Course Schedule:

Day 1	Practice
Introduction/Overview + What is OTA Submit a Service Request + Submit the different services within your OTA platform and view the results Monitor Service Requests + Follow the history of your requests + Understand what may have gone wrong View SIM Card Content + View a Subscribers SIM Details in the OTA platform Applet	Send a SMS Text to a (U)SIM Card Send an Update File to a (U)SIM Card Analyze the result of the previous sending Consult the test (U)SIM Card Create and schedule a campaign Load an applet on a (U)SIM Card
Day 2	Practice
Campaign Management + How to build a successful campaign + How to specify the delivery period for a Campaign + Follow the status of the campaign in progress + Create reports of the campaign XCT Specifics	Create and schedule a campaign

Related Courses:

SIM & OTA Basics Course	Understanding BIP (T1017S)	OTA Platform Introduction and Usage Course (T1003I)	OTA Platform Administration Course (T1004A)	OTA Platform Advanced (T1017A)
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