

Phone Book Management Platform Administration

Objectives:

At the end of this course you will:

- ✦ **Administrate & maintain a fully functional platform**
- ✦ **Manage the phonebook users on the platform**
- ✦ **Configure and manage the management applet on the users SIM card**

Key Topics:

- ✦ Architecture
- ✦ Platform configuration
- ✦ Applet configuration
- ✦ OTA interaction

Who should attend:

- ✦ System Administrators
- ✦ SIM Managers
- ✦ Telecom Operators
- ✦ Customer Service Managers



Phonebooks are the most popular “data” application used by subscribers: when a subscriber changes their subscription or loses their Mobile phone, this is the point where the highest risk of churn can be expected. The Phone Book Management platform, through your OTA platform, is your new solution to prevent the loss of subscriber churn and potential business. This course delivers the administration principles and gives hands on practical advice.

Each training session consists of:

- ✦ A complete course manual
- ✦ Practical exercises

Pre-requisites:

- ✦ This course requires participants to have a basic knowledge of the following technologies:
 - OTA
 - GSM SIM Card Structure
 - ETSI & GSM Standards
 - 03.40 & 03.48 Header Structures
- ✦ This course is held in English

Duration: 2 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	Practice
What is GemConnect SIMchronize Self care <ul style="list-style-type: none"> + Contacts management + Synchronization + Restoring deleted contacts + Synchronisation set up Customer Care <ul style="list-style-type: none"> + Managing Phone Book + Set up 	Contacts management Contact synchronization Contact restore Agenda management

Day 2	Practice
Overall Architecture Managing user profiles and accounts <ul style="list-style-type: none"> + Creating an administrator profile + Creating a customer care agent profile User account management SIMchronize Applet set-up Files, locations and commands Platform information <ul style="list-style-type: none"> + SNMP configuration + Billing, logging and audit trail configuration + Log files Platform management	User profile creation User profile creation Applet set-up

Related Courses:

Phone Book Management Platform Administration	SIM,STK and OTA Basics	OTA Platform Administration	OTA Platform Development
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