

# Digital Life Management Introduction and Usage

Fully understand your solution and its usage principles



Digital Life Management solution is bringing today a lot of **benefits for Telecom Operators and end users** by providing a secure place where end users can store their **personal information** such as phonebook, PIM and Multimedia data.

This course delivers the usage principles and user experience so you will fully understand your DLM solution.



## At the end of the training you will

- > Manage the User's data using user-friendly interfaces.
- > Understands the subscriber life cycle and Use-Cases.
- > Manage subscribers via Customer Care Interface.

## Who should attend

- > Telecom Operators
- > System Administrator
- > Customer Service Manager
- > SIM Manager

### Pre-requisites:

- > OTA
- > (U) SIM Card Phonebook

This course is held in English

## Key topics

- > Customer Care Interface
- > Self Care Interface
- > Personal data backup
- > Subscriber Life Management

# Course Schedule



Day 1	Practice
<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>&gt; What is Digital Life Management Solution?</li> </ul> <p><b>DLM solution:</b></p> <ul style="list-style-type: none"> <li>&gt; My DSL Use Cases</li> <li>&gt; My DSL interfaces:                             <ul style="list-style-type: none"> <li>o Handset interfaces</li> <li>o Self Care Interface (SCI)</li> <li>o Customer Care Interface (CCI)</li> </ul> </li> <li>&gt; End User life cycle management                             <ul style="list-style-type: none"> <li>o Settings</li> <li>o History</li> <li>o Statistics</li> </ul> </li> </ul>	<p>Practical exercises on Handset; SCI and CCI with different use cases.</p> <p>Manage CCI settings. Execute operations for subscriber and check subscriber history, statistics and monitoring</p> <p>Manage SCI settings. Execute operations for subscriber and check subscriber history.</p>

