

OTA Platform - Introduction & Usage

Be ready to perform massive updates and monitor your SIM installed base



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.**



At the end of the training you will

- > Deliver Services to subscribers
- > Perform SIM Card updates
- > Schedule Campaigns and issue multiple updates
- > Schedule with the XCT the Campaigns and issue multiple updates
- > Perform SIM Card audits

Who should attend

- > Customer Service Managers
- > Customer Care Agents

Pre-requisites:

- > GSM SIM Card Structure
- > ETSI & GSM Standards

This course is held in English

Key topics

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| <ul style="list-style-type: none"> > What is over-the-air? > Submitting a service request > Monitoring service requests | <ul style="list-style-type: none"> > Viewing SIM card content > Managing campaigns > Managing XCT campaigns |
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Course Schedule



Day 1	Practice
<p>Introduction/Overview</p> <ul style="list-style-type: none"> > What is OTA <p>LinqUs Graphical User Interface</p> <ul style="list-style-type: none"> > Presentation of the LinqUs GUI <p>Submit a Service Request</p> <ul style="list-style-type: none"> > Submit the different services within your OTA platform and view the results <p>Monitor Service Requests</p> <ul style="list-style-type: none"> > Follow the history of your requests > Understand what may have gone wrong <p>Campaign Management</p> <ul style="list-style-type: none"> > How to build a successful campaign > Follow the status of the campaign in progress > Create reports of the campaign 	<p>Execute services on a single SIM Card</p> <p>Analyze the result of services execution</p> <p>Create, schedule and monitor a campaign</p>

Day 2	Practice
<p>XCT Campaign Management</p> <ul style="list-style-type: none"> > How to build a successful XCT campaign > Follow the status of the XCT campaign in progress > How to modify in real time your XCT campaign > Create reports of the XCT campaign <p>Card audit services</p> <ul style="list-style-type: none"> > How to gather data coming from cards on the field <p>Group management</p> <ul style="list-style-type: none"> > How to group cards 	<p>Create, schedule and monitor a XCT campaign</p> <p>Execute audit services on a single SIM card</p> <p>Create groups.</p>

