

Personal Life Mobilizer Introduction and Usage

Fully understand your solution and its usage principles



Personal Life Mobilizer 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.

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



At the end of the training you will

- > Manage the phonebook of the users in the (U)SIM card and in the handset 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
- > Phonebook backup
- > Subscriber Life Management



Day 1	Practice
<p>Introduction:</p> <ul style="list-style-type: none"> > What is Personal Life Mobilizer Solution? <p>PLM solution:</p> <ul style="list-style-type: none"> > Use Cases for Contacts Management Backup, Synchronization, Restore Conflict Resolution rules > General Subscribers Use Cases Subscriber registration, SIM swap, Handset swap, Handset configuration, Service promotion <p>PLM Customer Care Interface</p> <ul style="list-style-type: none"> > SIM/Handset Contacts management via Customer Care Interface: Backup, Synchronization, etc > SIM Contacts management via Customer Care Interface Backup, Synchronization, etc > Customer Care Interface usage: Settings, history, statistics <p>PLM Self Care Interface</p> <ul style="list-style-type: none"> > SIM/Handset Contacts management via Self Care Interface: Backup, Synchronization, etc > Self Care Interface usage: Settings, history. 	<p>Practical exercises for SIM/handset phonebook on CCI with different use cases.</p> <p>Practical exercises for SIM only phonebook on CCI with different use cases.</p> <p>Manage CCI settings. Execute operations for subscriber and check subscriber history, statistics and monitoring</p> <p>Practical exercises for SIM/handset phonebook on SCI with different use cases.</p> <p>Manage SCI settings. Execute operations for subscriber and check subscriber history.</p>

