



Call Driver 1.0-02 Operator Course (BOC)

This practical training course familiarizes participants with the operation and management of the Acision Call Driver product. The course introduces participants to the role of Call Driver in the marketplace, and provides an in-depth technical understanding of the product as well as the interaction with Acision Voicemail system.

With the use of labs, participants learn how to make basic configuration changes, how to check whether Call Driver components are working properly, and how to perform basic troubleshooting. Extensive hands-on opportunities are provided as well as demonstrations of common configurations.

The course also introduces the participants into Acision's support procedures, e.g. describing how to log an incident to Acision and how the Acision support desk handles questions and incidents.

Duration

4 days (9am–5pm, change on request)

Objectives

To have Call Driver solution integrators, system operators and customer care professionals familiar with monitoring, maintaining and troubleshooting the product.

Upon completion of the course, participants will have gained a thorough understanding of the Call Driver product, including:

- Application Architecture
- Features
- Installation and Configuration

- Monitoring tasks and Maintenance Operations
- Troubleshooting Components

Intended audience

The course is intended for all who need or want to learn the Call Driver functionalities and capabilities and how these can be employed, operated and managed.

Prerequisites

Prior knowledge of computer systems, basic networking concepts, basic UNIX file system commands, telnet, ftp, and text file editing in the UNIX environment.

Location

The course can be given at our Acision Training Centres:

- Brno, The Czech Republic
- Kuala Lumpur, Malaysia
- Sao Paulo, Brasil
- Plano, Texas, USA
- Richmond, Virginia, USA

Private courses can also be given at a customer site.

Class size

8 seats are available

Course schedule and registration

For more information or to enrol for a course, contact your Acision Project or Account Manager.

If you have any further training queries, contact the Product Training Department at training@acision.com

To contact your nearest regional office, please visit our website.
Email: contact@acision.com



Call Driver 1.0-02

Operator Course Outline

Acision Call Driver overview

- Functional architecture
- Components
- Functionality
- Network connectivity
- Call Driver HW
- System packages

Operations

- Managing Call Driver
- Configuration files
- Log files
- SNMP Monitoring
- Tracing a session
- Bonding and VLAN settings

Call Driver and Acision Voicemail integration

- Acision Call Completion Suite
- Voicemail configuration for Call Driver
- Interaction test

Cisco ITP

- SS7 Overview
- Call Driver and ITP intergarion
- Configuring M3UA and SUA
- ISUP protocol
- MAP messages
- Call Driver uSS7 config files

To contact your nearest regional office, please visit our website.
Email: contact@acision.com