



Pre-delivery Service Agent 4.0

Basic Operator Course

This course provides a product overview along with the functional detail necessary to carry out basic system monitoring on the Pre-delivery Service Agent. The course includes PSA information in accordance with the customer's implementation.

Duration

2 days (9am–5pm, change on request)

Objectives

On completion of the course, participants will be able to apply the functional concepts they have learnt to carry out basic monitoring and administration tasks and perform troubleshooting and investigative procedures on the PSA.

Intended audience

The course is intended for all who need to learn the PSA functionalities and especially for First Line Operation, Maintenance technicians and Rating administrators e.g. System Managers and System Administrators who are new to supporting the system.

Prerequisites

Participants require a basic working knowledge of an UNIX operating system and Mobile Network technology. Knowledge of the Informix database is an advantage but not necessary.

Location

The course can be given at our Acision Training Centres:

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

Private courses can also be given at a customer site.

Class size

12 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



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Basic Operator Course Outline

Practical exercises are included within individual modules as appropriate.

The topics include:

Pre-delivery Service Agent Overview

- Introduction to the PSA platform and basic overview

Filter Sub-System

- Introduces the PSA filter processes and protocols they use to connect to the billed entities such as SMSC, MMSC, and GGSN.

Server Sub-System

- Describes the processes which together are responsible for rating, charging, periodic actions, and connection to the billing system.

Support Sub-System

- Describes the functionality of the support processes – statistics, alarms, etc.

Interfaces

- Describes PSA interfaces with focus on customer solution.

Provisioning

- Covers the provisioning process on the PSA, using tools such as prov_direct.

PSA Rating

- Basic rating concepts and rules
- Rating data creation
- Validating and testing rating data

Rating Features

- Explanation of Rating Features specific to the customer attending the course and/or rating features available with the PSA product.

Architecture

- Explains the generic architecture of the PSA, including the 3rd party hardware and software used by the PSA product.

Database

- Explains Database architecture used within PSA platform.

Basic System Management

- Provides basic PSA platform management skills.

Configuration

- Describes PSA configuration in detail – cluster setup, processes, variables.

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