

STARTEL CMC/SOFTSWITCH TECHNICAL TRAINING AGENDA

Learn from industry leaders how to program, operate and backup Startel's Contact Management Center/SoftSwitch platform. Below is a detailed agenda of what attendees can expect to learn during the 2-day training.

SYSTEM OVERVIEW

Review the hardware and software components of the CMC and SS and learn how they communicate with each other during a call. Attendees will also learn about:

- Integration between the SS and CMC
 - ◊ Hardware
 - ◊ Services
 - ◊ How the components communicate with each other
- Telephony

WEB CONFIGURATION INTERFACE

Receive an introduction to the Administrative Interface of the Startel SoftSwitch. Understand screens and access control, as well as:

- System Maintenance
 - ◊ Users
 - ◊ Backup & Restore
 - ◊ System Status
 - ◊ Access Logs
- "Apply Configuration Changes" feature

ADMINISTRATIVE CONTROLS

Receive an introduction to Administrative Controls, which is a feature within the SS. Also learn to "Configure Services" via Administrative Controls.

DETAILED SYSTEM OPERATION

Understand the services that comprise of the CMC and SS, and how to check their operations, including:

- Daily Operations
 - ◊ Service dependencies, Database Maintenance, Auto Maintenance Settings, Startel Directory Structure, Backups and Anti-virus
- Configuration
 - ◊ Ini files and SAC Plug-ins
- Starting and Stopping Services
- Trouble Shooting
 - ◊ ODBC test, Startel event log, Log file

BASIC CALL ROUTING

Covers the basics every site needs to know to survive, including:

- Understanding the Routing Table
- Introduction Scenarios
- Creating Simple Scenarios
- Voice Logger

VOICEMAIL CONFIGURATION

Learn how to create voice mailboxes and voicemail maps.

SYSTEM MANAGEMENT

Covers the basics every site needs to know to survive, including:

- Alarm Manager
- Startel Dashboard
- Switch Monitoring Tool

NEW SYSTEM CONFIGURATION

Follows the steps taken by Startel to prepare and install a new system, from order to cutover, including:

- Configure Phones
- Call Queues and Affinities
- Dialplan Planning - Outbound
- Dialplan Planning - Inbound
- Lookup Table
- One Number Lookup

DIALPLAN - ADDITIONAL FEATURES

Understand the components of the Dialplan Designer and learn how to quickly customize a call flow. Also review examples of common requests.

REDUNDANCY

Review the current configuration to provide redundancy in both the Startel SS and CMC.

REMOTE AGENTS

Review the current options for remote agent connectivity to the Startel SoftSwitch

SOFTSWITCH SECURITY

Understand potential security risks and learn how to mitigate them.

"I recently attended the Startel SoftSwitch training class, and I have to say, what a fantastic class! The instructors do an amazing job of teaching the system in a casual, easy-to-understand setting. They were also able to give examples of things relating to your actual setup because they are familiar with our environment. It is very hands-on, as you're actually setting up call queues, scenarios and voicemail boxes. I walked away with a deep understanding of the class material."

Drew Ritter, President, Advantage TeleMessaging, Inc.

For questions regarding the Startel CMC Admin Training Agenda, or to register for the class, please contact your Account Manager or email training@startel.com.