

## Startel CMC/Soft Switch Technical Training Agenda

Learn from industry leaders how to program, operate and backup Startel's Contact Management Center (CMC)/Soft Switch (SS) 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 the CMC
  - Hardware
  - Services
  - How the components communicate with each other
- Telephony

### WEB CONFIGURATION INTERFACE

Receive an introduction to the Administrative Interface of the Startel Soft Switch. 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 to Scenarios
- Creating Simple Scenarios
- Voice Logger

## **VOICEMAIL CONFIGURATION**

Learn how to create voice mailboxes and voicemaps.

## **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
- Diaplan 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 the CMC.

## **REMOTE AGENTS**

Review the current options for remote agent connectivity to the Startel Soft Switch.

## **SOFT SWITCH SECURITY**

Understand potential security risks and learn how to mitigate them.

*"I recently attended the Startel Soft Switch 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/Soft Switch Technical Training Agenda, or to register for a class, contact Startel Training at 949.863.8709 or [training@startel.com](mailto:training@startel.com).**