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 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 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.