

Phone Book Management Platform Administration

Objectives:

At the end of this course you will:

- ✦ **Administrate & maintain a fully functional platform. You will see how to backup, synchronize and restore your contacts using our platform.**
- ✦ **Manage the phonebook of users on the platform**
- ✦ **Configure and manage the applet on the users' SIM cards**

Key Topics:

- ✦ Architecture
- ✦ Platform configuration
- ✦ Applet configuration
- ✦ OTA interaction

Who should attend:

- ✦ System Administrators
- ✦ SIM Managers
- ✦ Telecom Operators
- ✦ Customer Service Managers



Phonebooks are the most popular “data” application used by subscribers: when a subscriber changes their subscription or loses their Mobile phone, this is the point where the highest risk of churn can be expected. The Phone Book Management platform, through your OTA platform, is your new solution to prevent the loss of subscriber churn and potential business. This course delivers the administration principles and gives hands on practical advice.

Each training session consists of:

- ✦ A complete course manual
- ✦ Practical exercises

Pre-requisites:

- ✦ This course requires participants to have a basic knowledge of the following technologies:
 - OTA
 - GSM SIM Card Structure
 - ETSI & GSM Standards
 - 03.40 & 03.48 Header Structures
- ✦ This course is held in English

Duration: 2 Days

Course fee:

Please refer to regional schedules on

www.gemalto.com/training

or contact us:

<http://www.gemalto.com/training/contact.html>

Location:

Gemalto Training Centers. For on-site training, please contact us.

