



Service Node Manager

Description

Service Node Manager V6 explores the MiVoice MX-ONE Telephony System structure and in-depth elements such as Class of Service, number analysis group configuration and other system wide features.

Prerequisites

- Previous knowledge of DNA Directory and Extension Manager is an advantage but not necessary
- A good skill in computer literacy
- An active role or an interest in telecommunications management

Training Technique

- Verbal instruction
- Demonstrations and Practical exercises
- Discussion and questions and answers

Who Should Attend

Service Node Manager has been designed for telecommunications managers or System Supervisors who will be responsible for implementing changes to the system wide configuration.

What will you learn

- MX-ONE TSE System Structure
- Extension Types
- Number Analysis
- Call Discrimination
- Group configuration
- Class of Services
- System Back-up
- System Restore
- Log files
- TTY command window

Duration

- 1 day (Previous knowledge of MD110/MX-ONE Telephony System)
OR
- 3 days in conjunction with Provisioning Manager new delegates

Max Delegates

4 - 6



Service Node Manager Contents

- Number analysis, including:
 - Number Plan
 - Service Codes
 - Call Discrimination groups & permitted numbers
- Class of Services, including:
 - Configuring Common Categories & Common Service Profiles
 - Adding, amending, deleting Common Abbreviated Numbers
- Group Configuration, including:
 - Group call pick-up
 - Hunt group configuration
 - Hunt group members
 - Call Park Groups
- Call Centre groups
- IP Phone Configuration
 - Web Browser
 - Security Policy
 - SW server
 - Configuration files
- System data, including:
 - Backup & restore
 - Batch operation
 - Software, Firmware & Hardware Revisions
 - Hardware information
- Voice Announcements
- System logs, including:
 - Audit Trail, Event & Security Logs