

BASSET

# Basset Training Programme

- tailored for your specific needs

At Basset, our main ambition is to help you get more from your business by offering smart services and solutions for inter-operator billing and revenue assurance. Our solutions make sure you get paid for every transaction in your network without loss or attempted fraud.

Through our extensive collaboration with telecom operators all over the world, we are familiar with the challenges you face every day. Based on our experience and our knowledge, we have created a variety of services we believe can be of great help when you need to focus on your core business - one of these services is our offerings of customized trainings.

Are you in need of a pin-pointed competence elevation? We offer customized courses that cater to customer-defined needs. These include specific training in fraud, revenue assurance, interconnection, technical assistance for our Fraud Management System and modules that cover how it interacts with other systems developed by Basset. We can even help operators establish benchmarks.

The courses can be specifically tailored for technical, managerial or analytical teams.

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## General Description

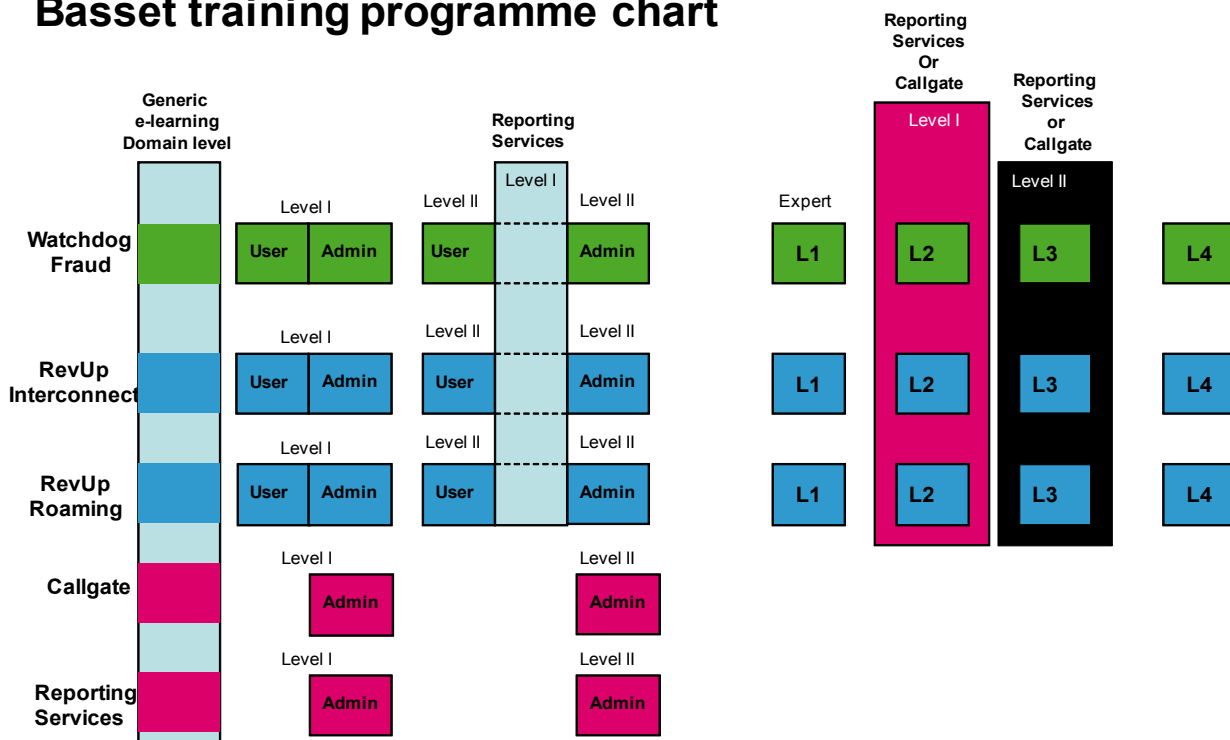
The purpose of this training programme is to enable training paths for Basset's products users.

The training program will be set in the following levels:

- Domain Level
- Level 1 User and Level 1 Administrator (per product)
- Level 2 User and Level 2 Administrator (per product)
- Expert (per product)
- Regional Expert (per product)

The purpose of the levels is to give you as our customer the possibility of gaining knowledge and enhance competence in a cost-effective and pedagogical way.

## Basset training programme chart



## Definition of training participants

The main training participants are divided in “User” and “Administrator”. This is partly due to the complexity of the product, and partly an adaptation to the majority of our customers.

- **Users** The users are mainly non-technical staff, such as managers, analysts or billing staff. Users are mainly concerned with the client side of the system and do not access back-end applications.
- **Administrators** The administrators are typically IT-staff, mainly belonging to IT department. Administrators access back-end applications, servers and other hardware.
- **Expert levels** In the expert levels, the division in “users” and “administrators” is redundant.

## Definition of Levels

- **Domain level (All)**

The purpose of this e-learning is to give the participants in the programme knowledge of telecoms and domain knowledge. The e-learning modules are optional and available on request. The participant will get the possibility of choosing the appropriate modules pertaining to the domain he is working in, as a preparation to the delivery of a Level I course of a product.

- **Level 1 (User/Administrator)**

The general objective for the participants is that they should be able to maintain an existing system “as-is”, i.e. without any particular changes in configuration. The user should focus on client or web-user interface maintenance, whereas the administrator should concentrate on back-end maintenance (such as administration of services, starting or stopping servers, monitoring of file-flows etc).

To ensure quality of delivery, the participants are subject to an exam. The user is granted a certificate on the current version of the product. If the product is upgraded, a new training with a new certificate will ensure high quality of competence.

- **Level 2 (User/Administrator)**

The objective for the participants is that they should be able to administrate and use the system with confidence. This includes (but is not limited to) making changes in configurations and file-flow, testing of new configurations, migrating servers, insertion of new reference data, adding new services. The user gets a deeper understanding of the front-end functions, and the administrator gets a very good understanding of the back-end functions.

To ensure quality of delivery, the participants are subject to an exam. The user is granted a certificate on the current version of the product. If the product is upgraded, a new training with a new certificate will ensure high quality of competence.

- **Expert levels**

The Expert participant will be able to solve problems, create new services, and change configurations on an independent basis. Furthermore the expert is expected to mentor and orientate colleagues on the product. The expert training consists of four levels.

Levels 1 to 3 may be accessed independently (i.e. they are not relying on each other). Level 4 has to be taken subsequent to completed levels 1 through 3.

- **L1** is based on e-learning. It has a research purpose, where the participant is given a certain amount of tasks to complete; the tasks are connected to the domain (Fraud, Billing) in which the product is working.
- **L2** contain the Callgate or Microsoft Reporting Services Level 1 courses. As soon as one of the courses is taken (and L1 has been completed) the participant will be Expert Level 2. The Level 1 courses are generic meaning that once completed in one product the same credentials apply for all other products (the same course is never necessary to re-take).
- **L3** contains the Callgate or Microsoft Reporting Services Level 2 training
- **L4** is a practically oriented course (“on the job training”), done in Sweden under supervision of Basset’s staff. The focus is on the deep detail of the various installations of products, preferably with the customer’s own installation.

On each level, the quality of delivery is ensured by exams; in all there will be four exams for the completion of all the expert levels.

- **Regional Expert Level**

A regional expert is working with an operator that has several various countries operations. The regional expert is chosen from the experts ranks. The purpose of a regional expert is to give the customer the possibility of subject matter expertise within the group. A regional expert will definitely be knowledgeable within several products.

This training is done only on request, as it is conducted in Sweden. Admission is subject to Basset's certificates and the participant's reputation in the adequate field. The prospective regional expert has to contribute with a project, connected to the operations available in the group.

## E-learning

All e-learning training is done on-line. If connections through the Internet are not available, e-learning may be delivered on a DVD/CD, to be run locally. E-learning gives the customer the possibility to enhance knowledge and competence on a common basic ground, in order for the product-specific training to be more effective.

The initial e-learning will contain the modules "GSM overview" and "Domain Level". They are mainly in a book-on-web format.

## GSM overview

The objective of this module is to give the participant basic GSM knowledge. After the course, the participant is able to recognise all GSM units (including GPRS and 3G); furthermore, the participant will be able to connect Basset's products, understand their role and the connection to the mobile telephony systems.

## Domain Level

Depending on the focus of the participant, there is a product-specific domain Level I module for Fraud, Roaming Billing, Interconnect and Mediation. After the training, the participant will understand the underlying business requirements on systems in the various domains, as well as the benefits of use of domain specific systems.

## Certificate

The participants are certified after each level. On the Level I and Level II levels, the certificates are limited to the actual installation of the customer, i.e. to a certain version of the product. On the expert level, the certificate is granted on a general basis (i.e. for all versions of the product or products).

The certificates are issued after a quality control performed by Basset. This quality control will manifest itself in various forms of exams. Exams may be on-line, oral or written. The result of the exam is archived at Basset and is confidential. The certificate is issued on a pass-grade of 75%, meaning the participant will have to answer correctly on 75% of the questions in an exam.

## Contact information

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# Watchdog Fraud

## General Fraud Management Course

**Course type:** Instructor lead, classroom training  
**Duration:** 2 days

### Course Overview

Telecommunications fraud is one of the largest causes of revenue loss for service providers. With the advent of new services such as 2.5G, 3G (NGN) and VoIP, and as telecom fraud becomes increasingly sophisticated, this problem will only become compounded. To combat this, service providers will need advanced systems that can detect all types of fraud. Failure to do so may result in substantial revenue loss, and no operator can afford that today.

### Summary Course scope

The objective of the course is to give an insight into the various telecom frauds, their detection and prevention from a general perspective and also from Watchdog point of view. This will help the participants not only have a good understanding of fraud but also how to practically combat them.

- What is Fraud?
- General overview of telecommunication fraud
- Losses experienced by operators
- Pressures to deal effectively with crime
- The motivation behind crime
- Fraud and Revenue Assurance

### Course topics

- The evolution of Fraud
- Subscription Fraud
- Internal Fraud
- Partnership Fraud
- Fixed Network Fraud
- Mobile Network Fraud
- Prepaid Fraud
- Roaming Fraud
- Content and value added services Fraud

## Who should attend

This is a general course that gives an insight in telecom fraud.

All employees and managers within the telecom industry benefit from this course.

## Did you know?

18% of all operators in Africa and Middle East has a fraud leakage greater than 1% of the turn-over.

(According to KPMG Global Revenue Assurance Survey 2009.)

## Watchdog Fraud Management System - Level 1 User

**Course type:** Instructor lead, classroom training  
**Duration:** 3 days

### Course Overview

This course concentrates on the user's perspective of the Watchdog Fraud System.

### Key Course Outcome

The users will be able to use the installed system, maintaining reference data, handling alarms, analyzing fraud with the installed configuration.

### Summary Course scope

The main objective of the Watchdog Management System Level 1 User training is to give users of the system (i.e. fraud analysts) graphical interface training in order for them to be able to maintain the system in an effective way.

- Watchdog Workflows orientation
- Handling alarms
- Case processing and management
- Fraud analysis and management
- Fraud risk analysis
- Fraud risk assessment and reporting
- Management Reporting
- Maintaining reference data

The participant is subject to an exam and will be issued a training certificate.

## Who should attend

This course is intended for a regular user of the Watchdog system.

New employees, holders of old certificates for previous versions, Fraud Managers will all benefit from this course.

A basic knowledge of telecoms, fraud issues and revenue assurance is useful, but not essential.

## Did you know?

Watchdog checks all usage alarms for every single CDR that enters the system, every call, every transaction.

## Watchdog Fraud Management System - Level 1 Administrator

**Course type:** Instructor lead, classroom training  
**Duration:** 1 days

### Course Overview

This course concentrates on the administrator's perspective of the Watchdog Fraud System.

### Key Course Outcome

After the course, the system administrator will have the knowledge about the generic file flow and server set-up, the services in the various servers used by the system, and how the Basset's support organisation works with the customer.

### Summary Course scope

The main objective of the Watchdog Management System Level 1 Administrator training is to give administrators of the system (i.e. fraud analysts) graphical interface training in order for them to be able to administrate the system in an effective way.

- Making changes in configurations, i.e scheduling, change existing pricing etc.
- Understanding and working with file-flow
- Testing of new configurations
- Insertion of new reference data
- Adding and modifying services
- Error checking
- System health check
- Other request by the customer
- Hands on training sessions

The participant is subject to an exam and will be issued a training certificate. The course is given exclusively in conjunction with the Level 1 User course.

Prerequisites: Level 1 User certificate.

## Who should attend

This course is intended for Watchdog administrators, preferably having knowledge of the functionalities of Watchdog and are certified Level 1 users.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

“Basset has been part of Ufone’s astonishing growth from 2000 and has constantly shown responsiveness to our increasing demands on capacity and functionality.”

CEO, PTML Ufone

## Watchdog Fraud Management System - Level 2 User

**Course type:** Instructor lead, classroom training workshop  
**Duration:** 2 -4 days

### Course Overview

This course concentrates on advanced Fraud System management – tuning of alarms, changing price-plans, creation of alarms to reflect new fraud situations.

### Key Course Outcome

The users will be able to use Watchdog Fraud system in order to counter-act new fraud situations, and more efficiently use the configuration to scout for fraudsters.

### Summary Course scope

The main objective of the Level 2 user training is to give users of the system enhanced knowledge of Watchdog Fraud and how to use the system to further decrease revenue leakage.

- Fraud Management system optimization
- Alarms set up and configuration
- Risk assessment setup
- Organisation management around the system
- Setting and monitoring alarm thresholds
- Monitoring and control of alarm flows
- Monitoring and control of alarm overflows
- Orientation on the use and benefits of different alarm types

Prerequisites: Watchdog Level 1 User certificate.

## Who should attend

This course is intended for certified Level 1 users.

The course is intended for a regular user of the Watchdog system.

New employees, holders of old certificates for previous versions, Fraud Managers will all benefit from this course.

## Did you know?

GRAPA has investigated (April 2009) that 8% - 20% of all operators do not perform any revenue assurance checks on their CDR traffic

## Watchdog Fraud Management System - Level 2 Administrator

**Course type:** Instructor lead, classroom training  
**Duration:** 2 -4 days

### Course Overview

The Level II Administrator training contains an audit module and on-the-job training for the Watchdog administrators. The instructor from Basset onsite will provide the audit and the training necessary to resolve any issues resulting from the audit.

### Key Course Outcome

The administrator will be able to configure Watchdog more accurately in order to counter-act new fraud situations, and to find fraud more effectively.

### Summary Course scope

The main objective of the Level 2 Administrator training is to give administrators of the system enhanced knowledge of Watchdog Fraud and how to administrate the system to further decrease revenue leakage.

- Fraud Management system optimization
- Alarms set up and configuration
- Risk assessment setup
- Organisation management around the system
- Setting and monitoring alarm thresholds
- Monitoring and control of alarm flows and overflows
- Orientation on the use and benefits of different alarm types

Prerequisites: Watchdog Level 1 Administrator certificate.

## Who should attend

This course is intended for Watchdog administrators, preferably having knowledge of the functionalities of Watchdog and are certified Level 1 Administrator.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

20% of all fraud is done on prepaid accounts

## Watchdog Fraud Management System - Level 3 - Expert training

**Course type:** Instructor lead, classroom training  
**Duration:** 13 days (maximum)

### Course Overview

This course concentrates on the administrators' perspective of the Watchdog training.

### Key Course Outcome

The key course outcome is agreed upon when signing for the course and after the execution of the audit.

### Summary Course Scope

- L1 E-learning (1 day)  
The E-learning contains information about current fraud cases, exercises connected to the cases, and exam. The time needed is calculated to take normally one day, however it is at the participant's convenience.
- L2 Callgate or Reporting Services Level I (2 and 3 days respectively)  
The curriculum is available in the respective products' sections.
- L3 Callgate or Reporting Services Level II (4 days)  
The curriculum is available in the respective products' sections.
- L4 OJT (5 days)  
The Watchdog Expert's on the job training will be taking place in Sweden, under Basset's staff supervision.  
The OJT will contain situation-based training, pertaining to the customer's network and installation. The participant will rotate in various departments such as support and service management.

Prerequisites: Watchdog Level 1 Expert training certificate.

### Who should attend

This course is intended for Watchdog administrators, preferably having knowledge of the functionalities of Watchdog and are certified Level 1 Administrator.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

### Did you know?

As long as there are business activities there will be fraudsters around, trying to leech from your revenue.

The industry talks about 2-10% of the revenue is lost due to leakage and fraud.

RevUp Interconnect

## RevUp Interconnect - Level 1 User

**Course type:** Instructor lead, classroom training

**Duration:** 1 day

### Course Overview

This course concentrates on the user's perspective of the RevUp Interconnect system.

### Key Course Outcome

The main objective of the RevUp Interconnect Level 1 user training is to give users of the system (i.e. Interconnect managers) web user interface training in order for them to be able to maintain the system in an effective way.

### Summary Course scope

- Introduction to Interconnect
- RevUp Interconnect system overview
- Contracts and price plans overview
- Accounts overview
- Reports overview
- Reference data
- Least Cost Routing overview

The participant is subject to an exam and will be issued a training certificate.

## Who should attend

This course is intended for a regular user of the RevUp Interconnect system.

New employees, holders of old certificates for previous versions, Interconnect Managers will all benefit from this course.

A basic knowledge of telecoms is useful, but not essential.

## Did you know?

Interconnection accounts for between 20%- 60% of operating costs, depending on the particular product.

## RevUp Interconnect - Level 1 Administrator

**Course type:** Instructor lead, classroom training

**Duration:** 3 days

### Course Overview

This course concentrates on the administrators' perspective of the RevUp Interconnect system.

### Key Course Outcome

After the course, the system administrator will have the knowledge about the generic file flow and server set-up, the services in the various servers used by the system, and how the Basset's support organisation works with the customer.

It is preferred but not mandatory for an administrator to participate in the Level 1 User training.

### Summary Course scope

- User administration
- Understand the general RevUp Interconnect system from a technical point of view.
- Start and stop services on the servers
- Daily health check, checklist
- The system data-flow
- Use the support feedback system from Basset
- When to escalate issues to support
- Understanding the full procedure of rating from the time the TTfile is received until the CDR is billed.

The participant is subject to an exam and will be issued a training certificate.

## Who should attend

This course is intended for RevUp Interconnect administrators, preferably having knowledge of the functionalities of RevUp Interconnect and are certified Level 1 users.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

ITU estimates first-world telecommunications operators are consistently underpaying their counterparts by up to one-third of the annual USD4 billion in fees for international calls.

## RevUp Interconnect - Level 2 User

**Course type:** Instructor lead, classroom training  
**Duration:** 2 days

### Course Overview

This course concentrates on advanced RevUp Interconnect Management of the system.

### Key Course Outcome

The main objective of the RevUp Interconnect Level 2 user training is to give users of the system (i.e. Interconnect managers) web user interface training in order to be able to maintain the system in an effective way.

### Summary Course scope

- Refresher Interconnect domain
- RevUp Interconnect system overview
- Overview System set-up and applications
- The RevUp Interconnect web user interface
- Overview WUI user administrator
- Reference data
- Create new point of interconnect, new contracts, new price plans
- Find and handle a CDR in the HCDB
- Basic day-today maintenance in the WUI
- Order RevUp Interconnect included reports
- Procedure to contact the first line support with relevant questions

The participant is subject to an exam and will be issued a training certificate.

## Who should attend

The course is intended for a regular user of the RevUp Interconnect system.

New employees, holders of old certificates for previous versions, Interconnect Managers will all benefit from this course.

A basic knowledge of telecoms is useful, but not essential.

## Did you know?

Settlement with non-telecom partners who provide content, applications and other services is the fastest growing part of the partner and interconnect billing segment. (2010 Analysys Mason Ltd)

## RevUp Interconnect - Level 2 Administrator

**Course type:** Instructor lead, classroom training

**Duration:** 2 - 4 days

### Course Overview

This course concentrates on the administrators perspective of the RevUp Interconnect system.

The Level 2 Administrator training contains an audit module and on-the-job training for the RevUp Interconnect administrators. The instructor from Basset onsite will provide the audit and the training necessary to resolve any issues resulting from the audit.

The training also provides in-depth instruction of the following: All necessary administration of the system from unlocking HCDB when HCDB crashes

### Key Course Outcome

After the course, the system administrator will have the knowledge about the generic fileflow and server setup, the services in the various servers used by the system, and how the Basset support organisation works with the customer.

### Summary Course scope

- User administration
- Understand the general RevUp Interconnect system from a technical point of view
- Start and stop services on the servers
- Daily health check, checklist
- The system data-flow
- Use the support feedback system from Basset
- When to escalate issues to support
- Trouble shooting

It is preferred but not mandatory for an administrator to participate in the Level 1 Administrator training.

## Who should attend

This course is intended for RevUp Interconnect administrators, preferably having knowledge of the functionalities of RevUp Interconnect. It is preferred but not mandatory for an administrator to participate in the Level 1 Administrator training.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

"Zain in Jordan selected Basset as a partner to manage its Interconnect Business. The choice came as a result of the Basset's unique approach and insight into current and future challenges facing telecommunications operators in this business segment. The company has been using Basset solution RevUp Interconnect to manage its Interconnect Business since 2005. The technology and expertise provided by Basset have exceeded the company's expectations."

Mr. Samer Bazyan  
International Services  
Sr. Manager  
Zain Jordan

## RevUp Interconnect - Level 3 Expert training

**Course type:** Instructor lead, classroom training

**Duration:** 13 day

### Course Overview

This course concentrates on the administrators perspective of the RevUp Interconnect system.

### Key Course Outcome

The Key course outcome is agreed upon when signing for the course and after the execution of the audit.

### Summary Course scope

- L1 E-learning (1 day)

The E-learning contains information about current interconnect issues, exercises connected to the cases, and exam. The time needed is calculated to take normally one day, however it is at the participant's convenience.

- L2 Callgate or Reporting Services Level 1 (2 and 3 days respectively)

The curriculum is available in the respective products' sections.

- L3 Callgate or Reporting Services Level 2 (4 days)

The curriculum is available in the respective products' sections.

- L4 OJT (5 days)

The RevUp Interconnect Expert's on the job training will be taking place in Sweden, under Basset's staff supervision. The OJT will contain situation-based training, pertaining to the customer's network and installation. The participant will rotate in various departments such as support and service management

## Who should attend

This course is intended for RevUp Interconnect administrators, preferably having knowledge of the functionalities of RevUp Interconnect and are certified Level 1 Administrator.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

"I have been pleased with the work that Basset has performed for the Telefónica operations in Central America this past year.

RevUp Interconnect is a powerful and flexible interconnect billing platform which allows us to timely and accurately manage our interconnection settlements."

Mr. Victor Manuel Prieto  
Billing and Mediation Projects  
Manager  
Telefonica Central America  
Manager Roaming and  
Interconnect

# RevUp Roaming

## RevUp Roaming - Level 1 User

**Course type:** Instructor lead, classroom training

**Duration:** 3 days

### Course Overview

This course concentrates on the user's perspective of the RevUp Roaming system.

### Key Course Outcome

This course offers an introduction to the RevUp Roaming system. After the course the participant will, with a certain amount of first line support from Basset (or partner to Basset), be able to administrate their own RevUp Roaming system.

### Summary Course scope

- Roaming domain
- RevUp Roaming system overview
- System set-up and applications
- User administration overview
- The RevUp Roaming web user interface
- Reference data
- Partner management
- Invoice management (when applicable)
- Price-plan management
- Reporting procedures
- Support procedures (first line support)

The participant is subject to an exam and will be issued a training certificate.

## Who should attend

This course is intended for a regular user of the RevUp Roaming system.

New employees, holders of old certificates for previous versions, Interconnect managers will all benefit from this course.

A basic knowledge of telecoms, is useful, but not essential.

## Did you know?

The roaming business is growing and is currently estimated to be worth USD 150 billion per year.

There are currently over 400 million people who depend on this service when traveling and it is estimated this number will reach over one billion users within the next few years.

## RevUp Roaming - Level 1 Administrator

**Course type:** Instructor lead, classroom training

**Duration:** 1 day

### Course Overview

This course concentrates on the administrators perspective of the RevUp Roaming system.

### Key Course Outcome

The BA student will be able to administrate users in the system, start and stop services, perform daily health check and use the support system from Basset.

### Summary Course scope

- User administration
- RevUp Roaming System from a technical point of view
- Start and stop services on the servers
- System data flow
- Use the support feedback system from Basset
- When to escalate issues to support
- Daily health check – checklist

The participant is subject to an exam and will be issued a training certificate.

## Who should attend

This course is intended for RevUp Roaming administrators, preferably having knowledge of the functionalities of RevUp Roaming and are certified Level 1 users.

A basic knowledge of tele-coms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

The roaming business is a very mature industry with well defined guidelines. Nevertheless there is great potential for developing this area even more.

Today it represents around 10-15% of your company's revenue. Even though the competition is fierce at the local and regional levels, margins are still relatively high. For operators, it's among the most profitable business streams globally.

## RevUp Roaming - Level 2 User

**Course type:** Instructor lead, classroom training

**Duration:** 2 - 4 days

### Course Overview

This course concentrates on advanced RevUp Roaming Management of the system.

### Key Course Outcome

RevUp Roaming Level 2 for users is specially adapted to working with the rating and the file flow.

### Summary Course scope

- The RevUp Roaming setup in system
- The applications' general setup: the "Main" and "Administrator" buttons in the applications.
- The data flow through the system (comprehensive table of all applications and folders in use)
- CGLE Distribute, CGLE Tap-out, D32 Validate, Abacus
- CGLE Billing file, Tap-in
- CGLE Tap-out: Rate, Create Semi
- Filter / Modifiers
- Schedules and holidays (create, use)
- Rate plans and price plans (create, use)
- Matrix (create, use)
- Classification (create, use)
- Link Matrix (create, use)
- Adding new services in the Abacus (checklist)
- Recreate Tap-out file
- RevUp Roaming WUI/GUI:
- How to add partners / roaming hub
- Outstanding issues

The participant is subject to an exam and will be issued a training certificate.

Prerequisites: RevUp Roaming Level 1 certificate

## Who should attend

This course is intended for certified Level 1 users.

The course is intended for a regular user of the RevUp Roaming system.

Prerequisites: RevUp Roaming Level 1 certificate

## Did you know?

"With RevUp Roaming, we have a very powerful and precise billing engine that is able to rate basically everything from any angle you like or can imagine.

Our Service implementation speed has increased by 200%!"

Marius Mets,  
Roaming Billing Manager,  
Elisa Estonia

## RevUp Roaming - Level 2 Administrator

**Course type:** Instructor lead, classroom training

**Duration:** 2-4 days

### Course Overview

This course concentrates on the administrators perspective of the RevUp Roaming system.

### Key Course Outcome

The Level 2 Administrator training contains an audit module and on-the-job training for the RevUp Roaming administrators. The instructor from Basset onsite will provide the audit and the training necessary to resolve any issues resulting from the audit.

It is preferred but not mandatory for an administrator to participate in the Level 1 Administrator training.

### Summary Course scope

- The RevUp Roaming setup in system
- The applications' general setup: the "Main" and "Administrator" buttons in the applications.
- The data flow through the system
- CGLE Distribute, CGLE Tap-out, D32 Validate, Abacus
- CGLE Billing file, Tap-in
- CGLE Tap-out: Rate, Create Semi
- Filter / Modifiers
- Schedules and holidays (create, use)
- Rate plans and price plans (create, use)
- Matrix (create, use)
- Classification (create, use)
- Link Matrix (create, use)
- Adding new services in the Abacus (checklist)
- Recreate Tap-out file
- RevUp Roaming WUI/GUI:
- How to add partners / roaming hub
- Outstanding issues

Prerequisites: RevUp Roaming Level 1 Administrator certificate.

## Who should attend

This course is intended for RevUp Roaming administrators, preferably having knowledge of the functionalities of RevUp Roaming and are certified Level 1 Administrator.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

In order to effectively manage your roaming business, you need to be in control, have the transparency to make the right decisions and have the capability to make changes quickly - RevUp Roaming is the right tool to stay ahead of the competition.

## RevUp Roaming - Level 3 Expert training

**Course type:** Instructor lead, classroom training

**Duration:** 13 day

### Course Overview

This course concentrates on the administrators perspective of the RevUp Roaming system.

### Key Course Outcome

The key course outcome is agreed upon when signing for the course and after the execution of the audit.

### Summary Course scope

- L1 E-learning (1 day)  
The E-learning contains information about current roaming issues, exercises connected to the cases, and exam. The time needed is calculated to take normally one day, however it is at the participant's convenience.
- L2 Callgate or Reporting Services Level 1 (2 and 3 days respectively)  
The curriculum is available in the respective products' sections.
- L3 Callgate or Reporting Services Level 2 (4 days)  
The curriculum is available in the respective products' sections.
- L4 OJT (5 days)  
The RevUp Roaming Expert's on the job training will be taking place in Sweden, under Basset's staff supervision.  
The OJT will contain situation-based training, pertaining to the customer's network and installation. The participant will rotate in various departments such as support and service management.

## Who should attend

This course is intended for RevUp Roaming administrators, preferably having knowledge of the functionalities of RevUp Roaming and are certified Level 1 Administrator.

A basic knowledge of telecoms, Microsoft Windows and Microsoft SQL server is essential.

## Did you know?

Over 90% of business travelers world-wide carry a mobile phone.

There is a demand potential of more than 50% or 490M travellers on the global traveller market. (WTO)

# BASSET

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