

Menu Server Concepts for DSA

Course Title: Using Menu Server for Dynamic SIM Allocation

Overview: This course introduces Menu Server in the context of Dynamic SIM Allocation, gives advice on agent configuration settings and instruction on how to implement simple menu changes.

Audience: This course is valuable for individuals who:

- ◆ Maintain the Dynamic SIM Allocation System
- ◆ Are IT Operations staff or Application Support personnel

Pre-requisites: Participants should have:

- ◆ a basic working knowledge of:
 - ⇒ UNIX, for example change directory, ftp from server to pc
- ◆ familiarity with using a Windows environment
- ◆ a good general knowledge of voice networking technology

Course Duration: half day

Training Location: London office, England. Training can be arranged onsite by arrangement. Unfortunately our London office is not accessible to wheelchair users. We are of course very happy to arrange training at our office in Bath, where access to wheelchair users is available. We are always available on the telephone or via e mail to arrange this alternative.

Course Hours: half day

Maximum Class Size: 8 Participants

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Course Outline:

◆ Introduction

- ⇒ Provides an overview of Menu Server in the context of the Dynamic SIM Allocation application

◆ Configuring Menu Server

- ⇒ About setting Timeout parameters
- ⇒ How Menu Server interacts with the SIM Tool Kit and Task Managements
- ⇒ Other Configuration parameters

◆ Editing the Menu Logic

- ⇒ About Menu Logic
- ⇒ Simple Edits of Menu logic
- ⇒ Uploading Menu Logic

◆ Workshops

- ⇒ Each section of the course is supported by a number of task oriented workshops