

Tertio 7.1 Software

Course Title: Using Tertio Activation Designer

Overview: A course providing an introduction on how to use the Activation Designer Graphical User Interface to develop Service Logic for Service Activation. Service Logic is the rules that govern how a Service Order is processed. The rules dictate what data is to be sent to which of the network elements in order to provision a customer's request.

Audience: This course is valuable for individuals who:

- ◆ are responsible for creating or maintaining the Service Logic at their installation
- ◆ are system designers, application support personnel or agent developers

Pre-requisites: Participants should have:

- ◆ attendance on the Tertio Service Activation Network Operations course
- ◆ a good working knowledge of:
 - ⇒ any programming or scripting language. A good working knowledge of Tcl would be advantageous, though not essential
- ◆ general computer operation skills using a Windows environment

Course Duration: 2.5 days

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: 9:30 AM – 4.30 PM

Maximum Class Size: 8 Participants

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Course Outline:

- ◆ **Overview and Activation Designer Concepts**
 - ⇒ Understanding how Activation Designer fits in with the Tertio suite of applications
 - ⇒ Understanding the concepts of Activation Designer.
- ◆ **Creating Projects and Tasks**
 - ⇒ Creating a Project in which to store your tasks
 - ⇒ Creating an initial task with a comment node
 - ⇒ Uploading the task to the database
 - ⇒ Making your task live
 - ⇒ Using your task to run a service order through the system
- ◆ **Task Nodes**
 - ⇒ How to define the behavior of your tasks by adding nodes to them
 - ⇒ Understanding in what circumstances you would use each of the different task nodes
 - ⇒ How to use the error handling functions
 - ⇒ Guidelines on debugging your tasks
- ◆ **System Tasks**
 - ⇒ How to use the in-built system tasks to perform re-defined functions
 - ⇒ How to use the manual intervention feature
 - ⇒ How to send delayed or time scheduled data
 - ⇒ How to create tasks which use the load balancing feature of the Tertio Service Activation system
- ◆ **Exception Handling for Manual Intervention and Retry**
 - ⇒ Using the exception handler node and exception types to automatically deal with data errors
- ◆ **Rollback**
 - ⇒ Understanding how and when to use the rollback facility
 - ⇒ Creating tasks using rollback to 'undo' actions on failure part way through a service order
- ◆ **Workshops**
 - ⇒ Each section of the course is supported by a number of task oriented workshops.
 - ⇒ Each delegate will use his or her own installation of Tertio Service Activation to upload and test their own service order tasks
 - ⇒ By the end of the course the delegate will have created their own project containing tasks using all aspects of the Activation Designer application