

Signals and Telecoms

Course Name

Solidus Script Manager

Course Description

Solidus e-Care is a suite of server-based applications that enables consistent, efficient and unsurpassed customer interactive service, made up of eight core applications that facilitate improved personalised communication between the business and the customer. The Script Manager course provides the skills to configure call routing using scripts.

Audience

Anyone involved in technical support and maintenance activities on the NR telecoms infrastructure. Also suitable for Technical Support Engineers and contact centre staff who are responsible for configuring, managing and controlling the Solidus eCare system.

Duration: 3 Day(s) **Class Size:** 6

Competence Name Awarded

Undertake network management and fault analysis; Undertake network management and fault analysis. Solidus Script Manager; Undertake corrective and preventative maintenance and make minor changes on business switches; Undertake corrective and preventative maintenance and make minor changes on business switches. Solidus Script Manager.

Competence Awarded

Tel 16; Tel 16.15; Tel 19; Tel 19.06

Course Code

Tel 16; Tel 16.15; Tel 19; Tel 19.06

Prerequisite Name

N/A

Prerequisite Short Code

N/A

Skills Assessment Scheme Regime

Varies depending on competence.

Course Type

Download Date: 16/5/2024