ERICSSON

BSCS IX RELEASE 3

TRAINING PORTFOLIO

WHY INVEST IN BSCS IX RELEASE 3 TRAINING?

- Increase productivity and effectiveness
- Guarantee optimal handling of the product by employees
- Tailored training for various job roles
- Efficiently build and maintain employees' competence
- State-of-the-art training methods

BSCS IX RELEASE 3 TRAINING PORTFOLIO

Fundamentals

e-Training: BSCS iX Release 3 Basic

BSCS iX Release 3 Overview (2 days)

BSCS iX Release 3 Starter Training (9 days)

Starter Training for Integrators (10 days)

Database

Introduction to BSCS Database (1 day)

BSCS Database Reporting (4 days)

Products and Promotions

Discounting in BSCS (2 days)

Rate Plans (2 days)

Free Units (1 day)

Cost Control (2 days)

e-Training: Creation of Cost Control Services and Packages

Promotion Packages in Motivation and Incentives (3 days)

e-Training: Creation of Promotion Packages

Top-up Packages (1 days)

Service Configuration (2 days)

Discounting Workshop (1 day)

Rating and Billing

System Scenarios (2 days)

Rating and Billing (5 days)

Rating and Billing – Add-ons (1-8 days)

Database – Focus on Daily BSCS Operations (4 days)

Billing – Advanced (3 days)

Business Partners

Content Provider and Content Products (1 day)

BSCS IX RELEASE 3 TRAINING PORTFOLIO

Delta Training

Overview of New Features – BSCS iX Release 2 to Release 3 (1 day)

Overview of New Features – BSCS iX to iX Release 3 (1 day)

Overview of New Features – BSCS 8 to iX Release 3 (1 day)

BSCS Upgrade Training – BSCS iX to iX Release 3 (7 days)

BSCS Upgrade Training – BSCS 8 to iX Release 3 (9 days)

Development and Interfaces

Overview of BSCS Interfaces (1 day)

Overview of SOI and CX Customization (2 days)

Service-oriented Interfaces – Technical Overview (2 days)

Web-client Customization – Appearance and Content (2 days)

Developer Package – Customer Care Focus (5 days)

Developer Package – SOI Component Focus (5 days)

Finance

Customer Accounts (3 days)

General Accounting (1 day)

Taxation (1 day)

Customer Care

Introduction to Customers and Contracts (1 day)

Customer and Contract Maintenance (2 days)

Customer Care - Exercises (1 day)

CSR Trainer Workshop (3 days)

Installation and Maintenance

BSCS iX Release 3 Rollout Workshop (5 day)

Data Migration Framework (DMF) Installation Workshop (2 days)

DBXtract Workshop (1 day)

LEARNING PATHS

- The following slides present recommended learning paths for various target groups.

- All seminars and learning paths can be customized to match the following:
  - Job roles
  - Existing BSCS competence
  - Customer's system setup
  - Customer specific DCRs

SUPPORTED SERVICE DELIVERY METHODS

Icon	Delivery Method
	Instructor Led Training (ILT)
	Workshop (WS)
LIVE	Virtual Classroom Training (VCT)
	eLearning (WBL)
	Short Article (SA)
	Structured Knowledge Transfer (SKT)
	mLearning
CGA	Competence GAP Analysis

ACCOUNTING

e-Training: BSCS iX Release 3 Basic

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Customer Accounts (3 days)

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General Accounting (1 day)

CUSTOMER CARE

Introduction to Customers and Contracts (1 day)

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Customer and Contract Maintenance (2 days)

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Customer Care Exercises (1 day)

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CSR Trainer Workshop (3 days)

SALES AND MARKETING

e-Training: BSCS iX Release 3 Basic

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e-Step: Creation of Cost Control Services and Packages

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e-Step: Creation of Promotion Packages

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Discounting in BSCS (2 days)

PRICING CONFIGURATION

e-Training: BSCS iX Release 3 Basic

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Rate Plans (2 days)

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e-Step: Creation of Cost Control Services and Packages

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Cost Control (2 days)

↓

Free Units (2 days)

↓

e-Step: Creation of Promotion Packages

↓

Promotion Packages in Motivation and Incentives (2 days)

↓

Top-up Packages (1 day)

↓

Discounting Workshop (1 day)

RATING

e-Training: BSCS iX Release 3 Basic

Rate Plans (2 days)

e-Step: Creation of Cost Control Services and Packages

Cost Control (2 days)

Free Units (2 days)

System Scenarios (2 days)

Rating and Billing (5 days)

Database – Focus on Daily BSCS Operations (4 days)

BILLING

e-Training: BSCS iX Release 3 Basic

Rate Plans (2 days)

Free Units (2 days)

e-Step: Creation of Promotion Packages

Promotion Packages in Motivation and Incentives (2 days)

Rating and Billing (5 days)

Database – Focus on Daily BSCS Operations (4 days)

Billing – Advanced (3 days)

SYSTEM INTEGRATORS

e-Training: BSCS iX Release 3 Basic

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Starter Training for Integrators (10 days)

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e-Step: Creation of Cost Control Services and Packages

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Cost Control (2 days)

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System Scenarios (2 days)

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Rating and Billing (5 days)

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Overview of SOI and CX Customization (2 days)

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Database – Focus on Daily BSCS Operations (4 days)

DEVELOPERS

e-Training: BSCS iX Release 3 Basic

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Developer Package – Customer Care Focus (5 days)

OR

e-Training: BSCS iX Release 3 Basic

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Developer Package – SOI Component Focus (5 days)

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