LEARNING SERVICES

iX Collections Release 2
Training Programs

Catalog of Course Descriptions

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Catalog of Course Descriptions

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Introduction

Ericsson has developed a comprehensive Training Programs service to satisfy the competence needs of our customers, from exploring new business opportunities to expertise required for operating a network. The Training Programs service is delineated into packages that have been developed to offer clearly defined, yet flexible training to target system and technology areas. Each package is divided into flows, to target specific functional areas within your organization for optimal benefits.

Service delivery is supported using various delivery methods including:

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

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iX Collections Release 2 Overview

iXC-1C211

Description

iX Collections is a highly flexible, stand-alone debt management product designed to provide tailored cash flow management for communications providers.

This training introduces iX Collection Release 2 and gives a general overview about system architecture and components, as well as workflow configuration types.

Learning objectives

On completion of this course the participants will be able to:

1 Recognize the architecture, components, and functions of iX Collections Release 2

2 Describe the main business processes in iX Collections Release 2

Target audience

The target audience for this course is:

Accounting, Analysts and Consultants, Application Support, Billing

Prerequisites

Successful completion of the following courses:

None.

Duration and class size

The length of the course is 1 days and the maximum number of participants is 16.

Learning situation

Instructor Led Training

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

Day	Topics in the course	Estimated Time (hours)
1	Overview	1
1	Processing logic	1
1	Main functionality	4

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iX Collections Release 2 Workshop

iXC-2C212

Description

iX Collections is a highly flexible, stand-alone debt management product designed to provide tailored cash flow management for communications providers.

After this workshop you will be able to configure different workflow using workflow components, while understanding the database relations in the iX Collections database.

Learning objectives

On completion of this course the participants will be able to:

1 Change and configure workflows

2 Execute complete billing and collections workflows from the CSR point of view

Target audience

The target audience for this course is:

Analysts and Consultants, Application Support, Billing, System Integrators

Prerequisites

Successful completion of the following courses:

iXC-1C211 iX Collections Release 2 Overview

Duration and class size

The length of the course is 2 days and 0 hours and the maximum number of participants is 8.

Learning situation

Workshop

Time schedule

The time required always depends on the knowledge of the attending participants and the hours stated below can be used as estimate.

Day	Topics in the course	Estimated Time (hours)
1	Processing Logic	2
1	Workflow configurations	2
1	Installments	2
2	Installments (Continued)	1
2	Collection Agencies	3
2	Collection Fees	2

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