

AOE Customer Service Rep (CSR)

.5 day *virtual* training



Advanced Operational Environment (AOE) is a simplified end-to-end service delivery solution that enables streamlined workflow for high scalability, proactive network monitoring for SLA compliance, and solid decision support logic for operational efficiency. It transforms the traditional operating environment from equipment configuration and provisioning to a service-oriented approach and automates hardware tasks, eliminating customer service representative training and the need for equipment knowledge.

Objective

This course covers the service management functions of AOE. Details are included for service provisioning, service disconnect/suspension, service deletion, and service modification. The course will include hands-on labs. When the course is over the student will fully understand how to manage a subscriber's service. To enroll contact training at training@adtran.com

Benefits & Audience

- **Benefits:** To achieve self-sufficiency as a Customer Service Representative
- **Class size:** 12 students maximum
- **Target Audience:** End Users, System Engineers, Network Engineers, Value Added Resellers and Distributors
- Certificate of Attendance

Prerequisites

General knowledge of Fiber or Copper technology

AOE Overview – students can self-enroll at www.adtranuniversity.com

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Agenda

Theory/Lecture

- Using Service Activator
- Listing Service Information
- Adding a New Service
- Modify an Existing Service
- Suspend/Disconnect an Existing Service
- Delete/Remove an Existing Service or Subscriber

Practice/Lab

- Students will be using Amazon Workspaces (AWS) for all lab exercises.

Contact

Email: training@adtran.com

Website: www.adtranuniversity.com

Phone: +1-888-423-8726

Ordering Information

Part Number

1600CSYS6005E

1600CSYS6005C

Description

Per Enrollment (Student)

Per Dedicated course