



# **Multi Mediation 4.0** Training Programs

Package Description



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## 1 Introduction

This document explains what training is available with the Ericsson Multi Mediation product.

Ericsson Multi Mediation is the number one mediation product on the market - more than 300 operators use our system. Mediation is the key to accurate billing of complex services. Multi Mediation enables measurement and specification of usage from convergent multivendor voice and IP services.

Ericsson Multi Mediation is a fully convergent open, multi-service, multi-platform mediation system that provides the operator with a flexible, accurate, scalable, and user-friendly solution for collecting, processing and distributing service usage data in all networks. On top of this Multi Mediation can be extended with applications for advanced Multi Service Consolidation, CDR Repair and Business Management Reports.

Ericsson has developed an extensive competence development learning portfolio to satisfy the competence needs of our customers in all situations and at all times – from exploring business opportunities, to expertise required for operating a network. The training has been developed to offer clearly defined, yet flexible training paths to target specific technical and business areas within your organization using blended learning – from traditional classroom teaching, to learning off the web for efficient, cost effective and highly successful results.

## 2 Why invest in Multi Mediation Training?

At Ericsson, we've worked with hundreds of operators and Service Providers worldwide, and we are in a strong position to help. As a leader in developing industry standards for technology and products, we have structured our training packages around your needs, from basics to more advanced operations. Ericsson can identify your training needs and then select the right training package to provide the competencies required for a successful and profitable future.

### Benefits

- **Faster time to revenue**

Task oriented, targeted and blended training to ensure staff are operational in less time

- **Cost efficiency**



Blended learning for both time and cost efficiency. Lower operational costs provided by task oriented training

- **Increased performance/less churn**

Efficient processes achieved by skilled and competent staff

- **Minimal risk**

Ericsson's vast industry knowledge and experience is available through appropriate training

**Organizational effectiveness**

Clear and continuous training strategies to motivate staff and provide opportunities for long term business success

### 3 **What's in the Multi Mediation Training Package?**

The Multi Mediation training offers a number of training courses ranging from how to operate and how to configure Ericsson Multi Mediation. For each work area we present standard training flows that match the currently defined job tasks. Continuous development of learning products within the Multi Mediation area is happening. Therefore the content and length of the learning products can be changed and new courses added to the portfolio.

The course flows are focusing on following work areas:

- Network Operation**
- Surveillance**
  
- Configuration**
  
- Advanced Operation**



To ease the use of this document, the courses contained in the course flows are abbreviated, reflecting the type of course and/or methodology. The meaning of each abbreviation is given below:

- Instructor-Led Training (ILT)
- Web Based Learning (WBL)
- Task Oriented Learning (TOL)

## 4 Network Operation

### 4.1 Network Surveillance

#### 4.1.1 FAB 102 1670 Multi Mediation Network Operation – Configuration

##### 4.1.1.1 What is achieved by attending the Flow

By attending this flow will the students be ability to use the GUI in Configuration mode and also to use some of the basic built-in scripts using telnet access. The students will create and import Collectors, Filters, Formatters, Consolidators and Distributors. The flow is focused on how to use the GUI and the main functionalities of the system.

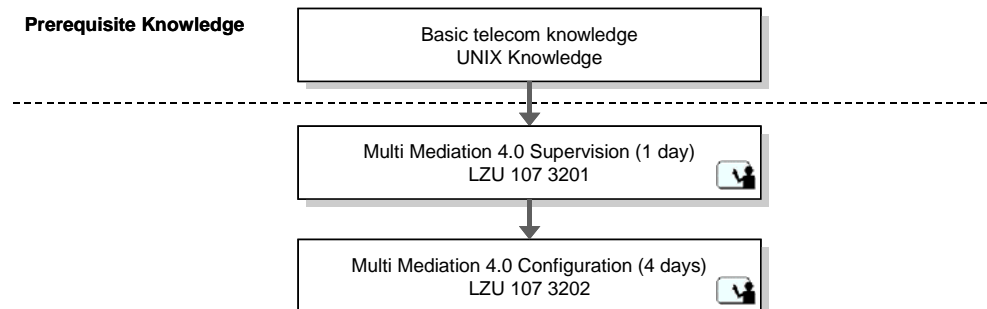
##### 4.1.1.2 Rationale for Flow design

The flow exists to enable the operator to supervise, configuration and maintain the Multi Mediation Network in an efficient ensure.

##### 4.1.1.3 Prerequisites

- Basic telecommunications knowledge
- Basic UNIX knowledge

##### 4.1.1.4 Training Flow



## 4.1.2 FAB 102 1671 Multi Mediation Network Operation - Advanced Configuration

### 4.1.2.1 What is achieved by attending the Flow

By attending this flow will the operator learn how to configure Multi Mediation 4.0 to convert, transform, remove, and add data in the processing flow with the Data Unit Processing (DUP) language. After attending the flow the participants will be able to configure filters, formatters and consolidators. They will also be able to define lookup tables and header/trailer files.

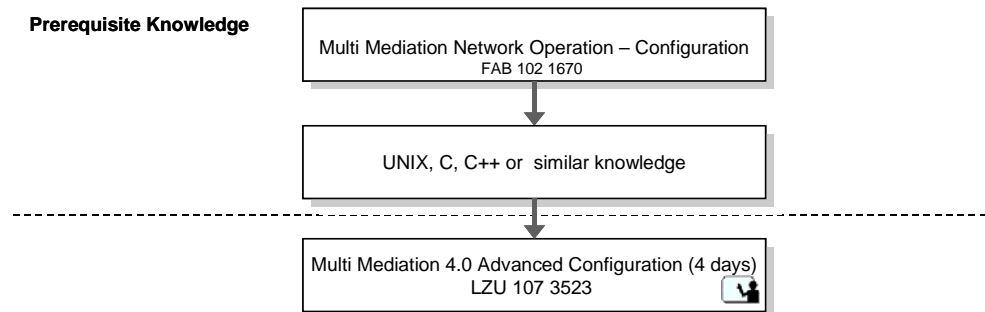
### 4.1.2.2 Rationale for Flow design

The flow exists to enable the operator to operate and configuration the Multi Mediation 4.0 in an advance way:

### 4.1.3 Prerequisites

- The Multi Mediation Standard Operation training flow (see above)
- Knowledge of a programming language (C, C++ or similar)

### 4.1.4 Training Flow



## 4.1.5 FAB 102 1672 Multi Mediation Network Operation – Online Mediation

### 4.1.5.1 What is achieved by attending the Flow

By attending this flow will the operator learn how to configure, supervise and understand the flow of charging data through the Online Mediation system. The learning components focus on realtime handling of charging and accounting information like DIAMETER, PARLAY, RMI and RADIUS.

### 4.1.5.2 Rationale for Flow design

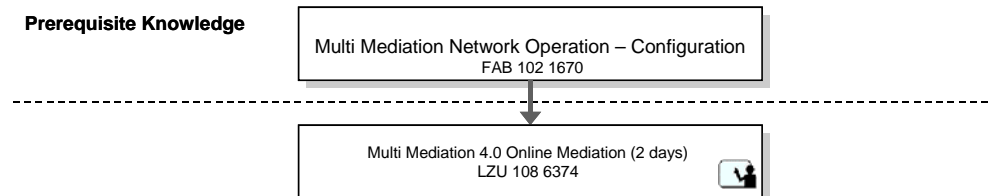
The flow exists to enable the operator to operate and maintain the Multi Mediation 4.0 Online Mediation in an efficante way:

### 4.1.6 Prerequisites

In order to profit from the course, the students should have:

- Basic knowledge about telecommunication concepts and UNIX

### 4.1.7 Training Flow



## 4.2 FAB 102 1673 Multi Mediation Network Operation – BMP Delta

### 4.2.1.1 What is achieved by attending the Flow

By attending this flow will the operator understand and learn the difference between BMP 5.0 to the new product, Multi Mediation 4.0. This flow also gives a short description of the online mediation module in Multi Mediation 4.0.

### 4.2.1.2 Rationale for Flow design

The flow exists to enable the operator to in an easy and efficient way understand the differences between BMP 5.0 to the new product, Multi Mediation 4.0.



#### 4.2.2 Prerequisites

The student should have:

- Basic telecommunications knowledge.
- Windows experience

#### 4.2.3 Training Flow

Multi Mediation 4.0 BMP Delta (0.5 day)  
LZU 108 6323



**5 Related training packages**

N/A