

Course Description:



Call Track PRO Installation and Support training focuses on the concepts and skills needed to successfully plan, install, configure, administer, and troubleshoot Call Track PRO. Students will perform hands-on activities installing, configuring, administering, and troubleshooting Call Track PRO components. This course includes the following topics: architecture review, high availability, deployment planning, installing and configuring, licensing, administering, and troubleshooting.

Who should take this course?

Call Track PRO Installation and Support is intended for installation engineers, system integrators, technical support specialists, and other technical roles involved in the planning, design, installation, configuration, administration, and support of LiteScape Call Track PRO.

Course Objectives

After completing this course, a student will be able to:

- Plan for Call Track PRO deployment
- Set-up third party software/hardware to support Call Track PRO deployment
- Install, configure, and run Call Track PRO
- Administer and Troubleshoot Call Track PRO

Course Topics (2 Days of Training)

- Module 1 - Overview of Call Track PRO Application
- Module 2 - LiteScape Implementation Methodology
- Module 3 - Call Track PRO Architecture
- Module 4 - Pre-Installation Planning
- Module 5 - 3rd Party Application Set Up
- Module 6 - Call Track PRO: Installation and Configuration
- Module 7 - Call Track PRO: Web Admin Advanced Configuration
- Module 8 - BUDY (Bulk Upload of User and Client-Matter information)
- Module 9 - Redundancy
- Module 10 - Enabling Call Track PRO Across Multiple Sites
- Module 11 - Executing Test Plan
- Module 12 - Troubleshooting and Support
- Module 13 - User Training
- Module 14 - Licensing

Recommended Skills & Knowledge

- Enterprise-level system installation or integration experience
- IP communication standards and protocols
- Cisco Call Manager and integrating to 3rd party solutions
- Basic troubleshooting and administration of SQL databases
- Apache/Tomcat and Java