



COMPREHENSIVE HANDS-ON TRAINING PACKAGES

**MAXIMIZE YOUR TECHNOLOGY INVESTMENT
AND EMPOWER END USERS**

1

**Stay Up-to-Date
with Solution
Developments**

2

**Gain Real-World
IT Skills**

3

**Master Incognito
Technologies**

4

**Learn from Subject
Matter Experts**

INSTRUCTOR-LED TRAINING ON ALL SOFTWARE, WHETHER OUT-OF-THE-BOX OR CUSTOMIZED TO MEET YOUR ORGANIZATIONAL NEEDS



Intended for system administrators and technical users, the Incognito training program is meticulously designed to teach and guide your staff on best practices and processes when using mission-critical software solutions from Incognito. The result is an individualized training program tailored to meet your organization's needs. This not only helps prevent many of the problems that service providers face post-implementation, it teaches members of your staff how to resolve common issues such as:

- Network outages
- Customer service issues and tickets
- Administrative obstacles and troubleshooting
- Security and monitoring errors

Get in-person training from experts who know Incognito solutions better than anyone else. Incognito has over a decade of proven experience in training, offering lessons and materials that create a knowledge base within your organization.

The Incognito training program includes:

- In-person training from subject matter experts on real-world scenarios

- Lessons on utilizing the latest software and device capabilities
- Training in multiple languages to serve our global customer base
- Customized training materials tailored to meet your organization's needs

Courses teach best practices to manage Incognito solutions for peace of mind. The Incognito training staff are subject matter experts — fluent in Incognito products and solutions. They have in-depth knowledge of the various technical troubleshooting and system administrative requirements for communication service providers across the world. Incognito provides your staff with comprehensive lessons that directly align with real-life scenarios. Staff will learn various aspects of our software, including installation, maintenance, troubleshooting, and process optimization.

Training is offered onsite or at our lab in Vancouver. This creates an environment for your staff to maximize the capabilities of your software investment. Courses can also be offered for non-technical staff, such as customer service representatives and system auditors.

ONSITE LAB VERIFICATION



Before training can begin at customer locations, remote verification of the training lab is completed by Incognito. This ensures that the lab is fully prepared and all networking is in place. Upon successful verification, Incognito trainers will provide each student with a copy of the software product so that they can be familiarized with configuration and activation of your purchases.

PREVIEW OF PRODUCT TRAINING



BROADBAND COMMAND CENTER

Whether you are a beginner to BCC or a seasoned veteran, this course has something to offer for all attendees. The course is fully customizable and covers the fundamentals of DHCP, DOCSIS basics, advanced troubleshooting, integrated systems, and complex voice provisioning. The course is delivered by Incognito experts who will ensure you leave with a deep understanding of device provisioning and BCC administration.

Modules include:

- DHCP, DOCSIS Overview
- BCC Service Overview
- Dynamic DOCSIS Files
- Domain Name Service
- Database Backup Scheduling and Failover
- Demo Configuration Script
- IPv6 Provisioning, Pre-DHCP
- BCC Integration to Third-Party Systems



AUTO CONFIGURATION SERVER

Start with the fundamentals by learning about TR-069 and other TR-X basics. After that, users will learn how to administrate and troubleshoot the system, manage devices and perform operations such as firmware upgrade and customized dashboards.

Modules include:

- Introduction to TR-069 and Available Services
- Installing and Using ACS
- Device Groups and Device Models
- Service Classes
- Remote Management and Troubleshooting
- Scripting and Integration
- Creating Campaigns and Firmware Updates
- Configuring Dashboards



ADDRESS COMMANDER

Learn how to strategically optimize IP resources from a web-management console, manage user assignments and security entities, and initialize network discovery probes to discover stale or underutilized IP resources.

Modules include:

- Installation and Design
- Configuration and UDAs
- IP Space Planning and Subnet Management
- Entity Management
- Node Management and Static Addresses
- IPv6 Topics and Devices
- DHCP Discovery and Integration
- AC Import Tool

PREVIEW OF PRODUCT TRAINING



BANDWIDTH ACTIVITY REPORTER

Initialize and utilize user-friendly GUIs to help strategically plan for additional network capacity. BAR training teaches your system administrators how to leverage Big Data to identify redundancies, reduce congestion, and produce comprehensive reports about subscriber service utilization.

Modules include:

- BAR Overview (non-technical) and GUI
- Installation and REST APIs
- Configuring a Data Import
- BAR Redundancy and Congestion
- Troubleshooting
- Report Production



SERVICE ACTIVATION CENTER

Learn how to automate the fulfillment and activation of subscriber services while removing common silos within service provider organizations. SAC training teaches service configuration and order management processes as well as prepaid and on-demand service optimization.

Modules include:

- SAC Overview
- System Requirements and Setup
- Service Configuration and Administrator Log-in
- User and Security Profiles
- Creating Product Catalogues
- Subscriber Account Management
- Inventory Management



Better Intelligence. Better Solutions. Better Experience.

SCHEDULE A CONSULTATION

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