

## **(C15SS) C15 Support Specialist Certification Preparation**

### **Course Description:**

The C15SS: C15 Support Specialist Preparation course is a boot camp style event designed to provide a comprehensive review of all the material needed to fully prepare candidates to take the Genband C15 Support Specialist Certification Examination.

Attendance of the course includes access to the C15SS Certification Exam

### **Intended Audience:**

The course is for individuals with prior C15 product knowledge, experience and/or training who are looking to complete the Genband C15 Support Specialist Certification.

### **Course Content:**

The major components of this preparation course are derived from the Genband C15 Engineering, Operations, Maintenance, and Fault Management courses. The course will cover the following key topics:

- General overview of the C15 Components
- C15 Operations
- C15 Documentation
- Review of Resident Commands and OAMP Programs (MTC and DMO)
- Troubleshooting
- VoIP Lines and Trunks
- Translations Verification
- Certification Examination Process and Preparation

### **Objectives:**

Upon completion of this course, delegates will be prepared to take the C15 Support Specialist Certification Examination.

### **Prerequisite courses:**

Attendees are advised to have successfully completed C1511: C15 Overview, and C1515: C15 Operations & Maintenance courses before attending this boot camp or attempting the C15 Support Specialist Certification Examination

### **Prerequisite skills:**

Experience with the GENBAND C15 product.

### **Course Length and Delivery Method:**

2 Days – Instructor led