

SMT/HMT Basics

Course length: 1 Day

Content: SMT/HMT Basics gives the audience a practical and theoretical understanding of PacketFront's subscriber management tool SPECS and helpdesk management tool HMT, their components, functionality etc.

The course is designed for Service Providers, BECS system administrators and customer service/support staff.

Intended audience:

- PD** Product Development
- NO** Network Operation Staff
- SA** System Administrators
- SP** Service Providers
- CS** Customer Support/Support Staff

Prerequisites: The intended audience needs to have basic knowledge of data and network communications.

Result: Upon completion of this course the students will have knowledge and understanding of how to configure/troubleshoot subscribers and provision services in SMT/HMT, administrate users/groups, abuse tracking, address utilization etc.