

Customer Care and Billing Training

- MAXIMIZE YOUR RETURN ON INVESTMENT

Once your Irdeto Customer Care and Billing (CC&B) solution is implemented, it is time to continue deriving the maximum value from your investment, through our award-winning training programs.

Our training philosophy is built on a blended learning approach that combines the benefits of classroom and online courses, as well as individualized coaching sessions. Classroom learning is the primary delivery model for the CC&B training, and all other aspects of the CC&B training program complement the classroom learning environment.

Irdeto's CC&B training program is built upon the belief that, to learn skills quickly, students need to work directly with the customer care and billing application, an instructor and other students.

We have structured information into topics that are easily searchable. The Irdeto Knowledge Center enables users to expand their knowledge, refresh their skills, adapt to changing business requirements, and derive the most value from the Irdeto CC&B solution.

The knowledge center (KC) is available via:

- Internet access Option: via the Irdeto Community
- Local CD option: KC subscription quarterly CD update
- Customized knowledge center: KC subscription content customization

All training can be provided at your location, as well as hosted by Irdeto. For clients who prefer a dedicated on-site trainer, we offer a fully certified trainer who can be smoothly integrated into your business initiatives. This includes full access to the core training package. You can choose to completely outsource training to us, or we can augment your existing training team. Either way, we can provide you with a comprehensive training solution.

OPTIONAL MODULES

TRAIN - THE - TRAINER CONTENT SUBSCRIPTION

Access to non-PDF or non-protected versions of training materials that allow for customization of the course. This package also includes a quarterly subscription update of the Train-the-Trainer materials reflecting changes and enhancements to the Irdeto customer care and billing system. Access is subscription based for one-year intervals.

LANGUAGE LOCALIZATION

Train-the-Trainer materials can be translated into the language of your choice. Content subscription is required for translation of Train-the-Trainer program.

COACHING

A consultative coaching program that is available to client trainers who have graduated from the Irdeto customer care and billing system Train-the-Trainer Boot Camp. Through the program, Train-the-Trainer graduates work side by side with a trainer to customize or deliver the Train-the-Trainer program (or other training courses). A complete review and training evaluation will be provided to the new trainer at the end of the client-taught session.

FLIP - CARDS

The flip-card system is designed to provide the end user with instant access to frequently asked questions, hot keys, how-to advice, and customized process flows that can increase the productivity of the user. Flip-cards are available in 4 standard card decks: Customer Service Representative (CSR), Logistics, Finance, and Marketing. The cards are fully customizable and can easily be updated in Microsoft Word.



2007 Brandon Hall Excellence in Learning Award for Irdeto University

2007 ASTD Peak Award for Irdeto Knowledge Center



2006 Training Magazine Best External/Customer Training Program

CLASSROOM TRAINING

FUNDAMENTALS

Fundamentals is an introduction to the Irdeto customer care and billing system and its concepts.

- Length: 5 days
- Audience: New employees or employees with limited knowledge of the pay television industry, billing and customer care
- Prerequisite: None
- Course Size: 8-10 students

OPERATIONS

Operations is a comprehensive course covering a client selected operational focus. Focus subjects include CSR, Marketing, Finance, Logistics, Reporting, and Configuration. This course is designed to provide an in-depth understanding of the concepts, functions, and processes related to the focus subjects.

- Length: Variable (contact Irdeto for assessment)
- Audience: Anyone requiring in-depth operational knowledge
- Prerequisite: Existing fundamental knowledge or Irdeto-taught Fundamentals
- Course Size: 8-10 students

INTERMEDIATE

Intermediate is a comprehensive course covering all modules. This hands-on course is highly interactive, and utilizes demonstrations, exercises, Q&A, quizzes, presentations and games to provide a dynamic learning experience. It provides an in-depth understanding of the concepts, functions and processes related to the maintenance and operation of the customer care and billing system.

- Length: 10 days (2 weeks)
- Audience: Anyone requiring in-depth knowledge
- Prerequisite: Existing fundamental knowledge or Irdetotaught Fundamentals
- Course Size: 8-10 students

APPLICATION DEEP DIVE

Application Deep Dive is the most comprehensive and intense course we offer. This course covers all modules utilizing a hands-on approach to the configuration, maintenance and setup. The student will be required to successfully complete the Configuration Challenge series of lessons as well as multiple tests and quizzes. The student will graduate with an in-depth understanding of the concepts, functions, and processes related to setup, maintenance and operation.

- Length: 20 days (4 weeks)
- Audience: Experienced employees, managers, supervisors, IT support staff, QA and/or anyone pursuing certification
- Prerequisite: Existing fundamental knowledge, Irdeto-taught Fundamentals or Intermediate
- Course Size: 8-10 students

API PROGRAMMING

API Programming is designed for client developers who need to understand and develop solutions utilizing the Customer Central application programming interface (API). This course requires the developer to have an existing knowledge of the technologies and

languages utilized in the customer care and billing system.

- Length: 5 days
- Audience: Developers, IT Support Staff, QA Staff
- Prerequisite: One-year programming experience in C# and either existing knowledge, or Irdeto-taught Fundamentals
- Course Size: 8-10 students

USER ACCEPTANCE TESTING (UAT)

User acceptance is the ultimate goal of every software implementation project. It is the test that ensures the software meets the defined business needs. To plan and perform an efficient User Acceptance Test phase requires a sound understanding of the business, paired with the knowledge of good testing methods. This course is designed to provide students the knowledge, skills, and tools necessary to conduct a successful UAT phase. In it, students learn to take a risk-based approach to determine whether to “go-live”. During the course, students will conduct a mock UAT using sample requirements, test cases, and other tools that can later be re-used for planning and executing their own UAT phase.

- Length: 5 days
- Audience: Users assigned to a CC&B project
- Prerequisite: None
- Course Size: 8-10 students

TRAIN-THE-TRAINER PROGRAM

BOOT CAMP

Training the Trainer means working with an existing client trainer (or group of super-users), that has experience teaching staff how to utilize a customer care and billing system. Train-the-Trainer Boot Camp enables the client to efficiently expand the number of experts within the organization. The Train-the-Trainer course has been consistently recognized as one of our best-in-breed training programs by both our clients and learning professionals.

BENEFITS

- Tap into consistent subject matter developed over years of classroom delivery
- Leverage existing in-house training capabilities and capacity
- Roll out consistent training to employees across all locations
- Reduce costs and training time
- Slash content and materials development time required by your staff by utilizing the Irdeto supplied course baseline and tools
- Maximize ROI for the customer care and billing solutions

APPROACH

Our approach is designed to cater to all learning styles. Its methodology is built around six critical areas. Those areas include:

- Organize Me: Provide the course framework to organize and deliver the training content. The program incorporates slide notes and other learning aids that make training easy and fun for the trainer.
- Teach Me: Tell me what I will learn and why it's important.
- Show Me: Show me the application visually so that I will understand the application logic.
- Test Me: Ensure I have understood what has been presented and reinforce my knowledge through the use of exercises and quizzes.

- Entertain Me: Use games to make learning fun and teach the instructor to communicate complex content in a fun, dynamic manner.
- Refresh Me: Provide me the tools and/or documentation the instructor requires so that the instructor can go back and refresh key concepts, functions or processes as needed.

OPTIONAL DELIVERABLES

Instructor Guide, Train-the-Trainer presentation with slide notes, Student Guide, Basic Handouts, Generic Tests, Games, Training Database

TOPICS OVERVIEW

Customer Service Representative, Finance, Configuration, Logistics, Queries and Reporting, Marketing and Communication and more

- Length: 15 Days + 5 days on-site coaching
- Audience: Trainers, super users
- Prerequisite: Training experience recommended
- Course Size: 8-10 students