# BRM Training Agenda

* Day -1
  + General
    - BRM Overview and Architecture
    - Integration within BRM modules
    - Access Group Management
    - Staff Management and Authentication through SSO
    - Global Masters
    - Currency and Exchange Rates
    - System Parameters
    - System Cache
  + Hands - On
  + Inventory Management
    - Group and Sub-Group
    - Attributes
    - Generate Inventory
    - Bundling and Rules
    - Inventory Life Cycle Management (Service)
    - Associating inventory to partners
    - Print Vendor Configurations
  + Hands - On
* Day – 2
  + Product Management
    - Services and Resources
    - Attribute Management
    - Product Specification
    - Non Usage Tariff
    - Validity Policy
    - Product Package
    - Business Hierarchy
    - Bulk Operations (Import/ Export)
    - System Parameters
    - Master Data, Screen Configuration
    - Multi-Currency Support
    - Push API
    - Notifications
  + Hands - On
* Day -3
  + CAM
    - Customer Account Hierarchy - Simple and Complex
    - Category Configuration and Demographic
    - Customer and Service Operations
    - Future dated actions - Subscribe/ Unsubscribe Add-on, Change Plan
    - CUG, FnF, Shared Operations
    - Services - Customer Life Cycle Management, Order Processing
    - Notification and Alerts
    - System Parameters
  + Hands - On
* Day – 4
  + BIL
    - Bill Cycle Configuration
    - Bill Template Configuration
    - Proration Calculation
    - Discount Calculation and Discount Priority
    - Tax Application and Exemption
    - Invoices (Preview, Trial, Live, Sales, Regular, On-demand, Itemized, Backdated Billing)
    - Services (Bill Generation, Export, Dispatch, Surcharge)
    - Billing Operations
    - Notification and Alerts
    - Multi-Currency Support
    - System Parameters
  + Hands - On
  + Payment-Adjustment
    - Payment Types (Debit, Advance, Recharge)
    - Payment Masters - Mode, Institute
    - Payment Lifecycle Status
    - Suspense Account
    - Payment Operations: Make Payment, Change Status, Transfer, Deferred, Rejected
    - Notification and Alerts
    - Credit Note, Debit Note and Write Off
    - Adjustment Priority
    - Do Adjustment
    - Services
    - Notification and Alerts
    - System Parameters
      * Adjustment Tax Priority
      * Cheque/ Demand Draft Expiry Date
      * Immediate Dunning Effect
  + Hands – On
* Day – 5
  + Dunning
    - Dunning Concepts
    - Master Configurations - Action, Staff Group, Scenario, Credit Class, Invoice Fetching Criteria, Notification Configuration
    - Dunning Engine - Services, Requests, Unit, Action, Future Action, Snooze, Unsnooze, Reversal Action
    - Bulk Operations
    - System Parameters
* Holiday Consideration
  + - * Dunning Aging Start Date
  + Hands – On
* Day – 6
  + Voucher-Recharge
    - Voucher Concept and Types- External, E-Voucher, Value Card
    - Master Configurations: Template, Print Vendor
    - Voucher Life Cycle
    - Voucher Generation and scheduler
    - Voucher Operations- Scrap/ Unscrap, Lock/ Unlock, Terminate, Delete, Order E-Vouchers, Reseller Association
    - Services - Provision Customers, Voucher Batch Generation
    - System Parameters
      * Generate Voucher Batch with default lock status
    - Recharge Concepts and Call Flow
    - Notification and Alerts
    - System Parameters
      * - Recharge Tax Calculation
      * - Denomination suggestion Policy
      * - Activate customer on Recharge
  + Hands – On
  + Common Business Framework
    - Audit Framework
    - Notifications and Alerts
    - Bulk Operations
    - Preferred Language Notifications and Payment Slips
    - Business Rule
    - KPI Groups
    - ODS
    - Partner Commission
    - Commissioning System Parameters:
      * Commissioning required for customer activation/ add-on subscription