THE TRAINING EXPERIENCE

Daily Journal

March 10, 2025

Day 6

I assembled the agent PC, ensuring all hardware components were properly installed. After connecting the power supply, RAM, and storage, I performed a test boot. Everything powered on successfully, and the system was ready for software installation.

March 11, 2025

Day 7

The agent PC encountered boot issues, so I checked the hardware and updated the BIOS. After reseating the RAM and troubleshooting driver conflicts, the system became stable. By the end of the day, it was fully operational and ready for use.

March 12, 2025

Day 8

I updated the Calling Line Identification (CLI) settings to match the required configuration. Test calls were conducted to verify the changes, and everything worked correctly. A final system health check confirmed stability and no errors.

March 13, 2025

Day 9

A user reported issues with Skype on Windows 7, so I checked the application settings and firewall restrictions. After updating network drivers and adjusting permissions, Skype started working properly. I also suggested upgrading to a newer OS for better compatibility.

March 14, 2025

Day 10

I verified and uploaded a list of required data into the system. The process was smooth, with no errors or missing entries. After completion, I cross-checked to ensure all data was correctly reflected.

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