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| **SyneMobile – Onshore Training Schedule**  Vishal Bhardwaj, Assistant Manager – Mobility  March 2017 |
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# SyneMobile – Onshore Training Schedule

#### Day 1: SyneMobile Overview

* What is SyneMobile?
* Why it is used?
* Benefits and advantages of SyneMobile

#### Day 2: SyneMobile Modules Overview

* Cloud Data Backup Module
* Device Recovery Module
* Device Protection and Security Module
* Device Health Monitoring Module

#### Day 3: SyneMobile Modules Overview

* Advanced Tech Support & Live Chat Module
* Telemetry & Data Analysis Module
* KIA Module

#### Day 4: Multi-layer Architecture

* What is multi-layer architecture
* Advantages of multi-layer architecture.

#### Day 5: Multi-layer Architecture

* Explanation of enterprise layer in context of SyneMobile

#### Day 6: Multi-layer Architecture

* Explanation of data access layer in context of SyneMobile

#### Day 7: Multi-layer Architecture

* Explanation of UI layer and its components in context of SyneMobile

#### Day 8: Multi-layer Architecture

* Explanation of application layer and its components in context of SyneMobile

#### Day 9: Database Overview

* What database to use along with its advantages
* Overview of the DB schema and its table structure

#### Day 10: Server side deployments

* Overview of server side technologies
* Explanation of server modules
* Backend implementation for supporting modules

#### Day 11: SyneMobile Modules

* Explain module designs
* Modules Integration

#### Day 12: Cloud Data Backup Module

* Functionalities of data backup module
* Implementation and advantages of the module

#### Day 13: Device Recovery Module

* Services provided by recovery module
* Implementation and importance of recovery module

#### Day 14: Device Protection and Security Module

* Advantages of device security
* OS level restrictions for security implementation

#### Day 15: Device Health Monitoring Module

* Implementation of the module
* Importance of device health with hardware restrictions

#### Day 16: Advance Tech Support Module

* Overview of end to end support process with types of support options
* Implementation of the module

#### Day 17: Live Chat Module

* Behavior training during chat sessions
* Live chat features like photo upload functions and module implementation

#### Day 18: Telemetry & Data Analysis Module

* + Importance of data analysis
  + Implementation of the module and the process used

#### Day 19: KIA Module

* Overview of the module and its advantages
* Search functionality implementation

#### Day 20: Configuration

* Build process to deploy over Dev and QA environments
* Pre-requisites before deployment over production environment

#### Day 21: Configuration

* Explanation of various configuration options along with static and dynamic configuration parameters

#### Day 22: Configuration

* Performance Optimization Techniques
* Setup and customize tools for automated build process

#### Day 23: Troubleshooting

* Explanation of several error codes
* Explanation of log levels and its implications. Setting up log levels, log monitoring and analysis.

#### Day 24: Debugging the application

* Explanation of debug process, attaching the debugger, adding breakpoints and execution.