CA-Automation Point Notification Manager Essentials

Course Summary

Description

This course is designed to help you configure, implement, and maintain the CA-Automation Point Notification Manager component. This course focuses specifically on Notification Manager, and excludes other CA-Automation Point topics such as RULES, REXX, and Script programming.This enables the attendee to configure Automation Point and develop automation applications on the Windows platform. Quizzes, reviews, and hands-on labs are used to reinforce presented topics.

Topics

- Introduction to CA-Automation Point
- Notification Manager Administration
- Notification Manager troubleshooting
- The Automation Point Voice Interface
- Notifications originating from other platforms
- Notification Manager database maintenance
- Additional CA-Automation Point Notification Services

Audience

This course is designed for automation analysts and systems programmers.

Prerequisites

Students entering this course should have end user knowledge of Windows.

Duration

Two days

Note: Optionally, an instructor can be retained for additional days to provide on-site programming and systems expertise.

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Course Outline

I. **Introduction to Unicenter Automation Point**
   A. What is Automation Point?
   B. Automation Point Features
   C. Automation Point Release Chart
   D. Automation Point Architecture
   E. Recent Automation Point enhancements
   F. Related CA Products
   G. Navigating Automation Point Documentation

II. **Notification Manager**
   A. Notification Services
   B. What Notification Manager Does
   C. Contacts
   D. Predefined Methods
   E. User Written Methods
   F. Parameters
   G. Day-of-Week Schedules
   H. Date Specific Schedules
   I. Ordering Multiple Active Schedules
   J. NMFIND: Interface to Automation
   K. NMFIND Syntax & Examples
   L. NMANSWER
   M. Forwarding
   N. Escalation
   O. Loops and Duplicates
   P. Broadcasting
   Q. The Call Tree
   R. Message Store and Forward
   S. Notification Manager, Voice, & PPQ
   T. Configuring Notification Manager
   U. Creating an Automation Point DBMS
   V. Configuring NM Web Services
   W. Select Notification Server to Configure
   X. Assigning Notification Server Channels
   Y. Tracing and Logging
   Z. Sample Methods
   AA. REXX API
   BB. Notification Website
   CC. Security-Controlled Actions
   DD. Notification Manager Features
   EE. Notification Manager Web Access
   FF. Notification Website Operations

III. **The Automation Point Voice Interface**
   A. Voice Overview
   B. Voice Hardware
   C. Dialogic® CT hardware Overview
   D. Setting up a Voice Card
   E. Post-Install configuration & testing
   F. Programming ADDRESS VOX
   G. Sample Voice Application: Txt2vox
   H. Sample Voice Application: CALLXFER

IV. **Additional Automation Point Notification Services**
   A. AP Notification Messages
   B. VOX Client
   C. Notification Server
   D. Dialogic Drivers
   E. Voice Channel Setup
   F. VOX Voice Commands
   G. Sample to Transfer a Call
   H. Voice Library Maintenance
   I. Answer Tree
   J. Notification Server → Email
   K. Notification Server → Paging
   L. Modem Paging
   M. VOX PAGE
   N. Batching Multiple Page Requests
   O. Multiple Modems
   P. Email Paging
   Q. Two-way Paging
   R. What Is AP Speak?
   S. AP Listener