



KNOWLEDGE TRANSFER

MPS 500 Application Development - MPS Developer (PeriProducer)

The MPS 500 Application Development - MPS Developer (PeriProducer) course is an introductory course that will cover the following functionality in detail, with ample student programming exercises that use pre-recorded vocabulary after each module:

- Introduction to the MPS 500
- Introduction to MPS Developer
- Configuration files & directory Overview
- MPS Commands and the V-Shell
- Next to Phone Operations - transfers and out dial add (originate block)
- Application Management (Appman/Tappman)
- Answer phone (Answer Block)
- Creating a menu - tree structure (Select block)
- Storing caller entered data and data length (Read block)
- Error handling (Handle block)
- Performing computation and assignments (Compute block)
- Performing logical decision-making (Switch block - "if / else")
- Modularization of PeriProducer code (Containers)
- Creating subroutines and passing parameters
- Phone Operations - transfers and out dial
- Setting timers from PeriProducer (Environment block)
- Generating application alarms
- Text file access
- ZAP- vocabulary administration

Debugging:

- Display Messages
- Testing in Simulated mode (PeriGEM)
- Testing in Real mode thru MPS Developer (PeriGEM)
- Using AMU to debug in production mode
- Alarm.Log

Students will meet 1:1 with an Application Developer on the last day of class to review their specific application. (Students should be reminded to bring their own code for this personalized session).

The basic programming techniques are covered in this class. Students will require additional training prior to making changes to their applications. We recommend that companies who desire their employee to be proficient with their applications as well as make changes, take advantage of our help desk offer which provides one on one coaching. The minimum help desk level is 50 hours.

Course Duration: 4 days

Cancellation or rescheduling notice:

- Training may be cancelled at any time, 30 days or more, prior to the start of the training class.
- From day 15 to day 29 prior to class, any class cancellation will result in a 25% penalty.
- From day 7 to day 15 prior to class, any class cancellation will result in a 50% penalty.
- From day of class to 6 days prior to class, any class cancellation will result in a 75% penalty.
- Rescheduling for medical reasons will be granted upon request. M&C will do everything possible to accommodate a new date.

ABOUT OUR KNOWLEDGE TRANSFER INSTRUCTOR

Frank Tatulli - Training and Technical Support Manager

Frank Tatulli was the Systems Trainer in the Nortel Networks/ Periphonics IVR Training Department. Frank was promoted to Senior Technical Trainer and eventually team leader. As team leader Frank was responsible for assisting with all courses developed and taught, and for hiring and training the other systems trainers. When training was outsourced to Global Knowledge Frank continued his role as Senior Technical Trainer/ Team Lead.

While at Nortel/Periphonics and Global Knowledge he worked in the training department for over 8 years where he assisted in development and taught all of the systems courses, including:

- VPS-is Platform Maintenance
- PeriView for VPS-is
- PeriView for MPS
- VPS-is System Administration
- VPS-is Hardware Overview
- MPS Overview
- MPS-100 Platform Maintenance
- MPS-500 Platform Maintenance
- MPS-1000 Platform Maintenance
- VPS-is OSCAR Platform Maintenance
- MPS OSCAR Platform Maintenance

Before joining Periphonics in 1997, Frank worked as a Senior Technical Support Specialist/Trainer for IBM managing a large Banking account. Frank also worked 6 years for NCR as a Field Engineer, servicing all banking automation equipment. Frank started his career in the defense industry as a Test Engineer.



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Our services include consultation and needs assessment, system design and installation, custom application development, integration services, audio services, system and application support, and knowledge transfer.

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