

Course Description

This self-paced eLearning course is designed to focus on supporting subscribers, services, and the home network. The course is intended for customer support teams and field technicians who interact with customers in their job roles. The teams will learn to support customers and their home network using Calix Support Cloud.

Objectives

- Recognize the Calix Cloud solution for the home network.
- Distinguish between the old and new versions of Calix Support Cloud.
- Recall how to access and navigate Calix Support Cloud.
- Identify scenarios in which you may encounter when helping a customer by using Calix Support Cloud.
- Locate help and find additional resources.

Prerequisite Training and Skills

- Introduction to GigaSpire BLAST Systems (optional)
- CommandIQ® Overview (optional)

Who should attend?

- Customer Support
- Field Technicians

Course and Exam Duration: 45 Minutes

Lessons		Topics
01	The CalixCloud Solution	<ul style="list-style-type: none"> • The CalixCloud Solution Overview • Subscriber Search Updates • Subscriber Account Updates
02	Getting Started with Calix Support Cloud	<ul style="list-style-type: none"> • Get a My Calix Account • Access Calix Cloud through My Calix • A Tour Around the Subscriber Account • Tour Smart Check • A Tour Around Issues and Warnings • A Tour Around the Service Area • A Tour Around the Router Area • A Tour Around the Wi-Fi Area • A Tour Around the Devices Area • A Tour Around the Applications Area
03	Scenarios: When Customers Call in for Help	<ul style="list-style-type: none"> • Common Calls by Customers

04	Interacting with GigaSpires and CommandIQ in Calix Support Cloud	<ul style="list-style-type: none">• Understanding Wi-Fi SSIDs (20.2)• Understanding Security Settings(WPA3 –20.2)• Temperature Info and Thermal Event Thresholds and Alerts (20.2)
05	Get Help and Find Additional Resources	<ul style="list-style-type: none">• Release Notes and Web Help• Calix Support Cloud Documentation• View the Help Center• View Related Revenue Edge Courses in Calix Academy