RAMP15 - Ribbon Application Manager Platform Support Course

Course Duration: 16 HRS   **Course Code: RAMP15**

Course Overview

This course provides in-depth knowledge and hands-on skills for supporting and maintaining the Ribbon Application Manager Platform (RAMP15). Participants will learn about the architecture, configuration, troubleshooting, and performance optimization of RAMP15 in real-world deployment scenarios.

What you'll learn?

- Understand the architecture and components of RAMP15.
- Install, configure, and upgrade the platform.
- Perform routine maintenance and health checks.
- Troubleshoot common issues and apply fixes.
- Optimize system performance for enterprise environments.

Target Audience

- Network Engineers
- Platform Support Specialists
- System Administrators
- Technical Support Engineers handling Ribbon products

Pre-Requisites

- Basic understanding of networking concepts.
- Familiarity with VoIP and telecommunication systems.

- Prior experience with Linux/Windows server environments.

Course Content

- Introduction to RAMP15 Platform – Overview, features, and system requirements.
- Installation & Configuration – Step-by-step setup and customization.
- Platform Operations & Management – Daily tasks, user management, and monitoring.
- Troubleshooting & Support – Identifying and resolving common platform issues.
- Performance Optimization & Best Practices – Ensuring efficiency, scalability, and reliability.