



## Dialogic Workshop:

### Using Dialogic HMP to develop Multimedia IP Call Center

**Time:** Sep 1<sup>st</sup> ~Sep 4<sup>th</sup> 2009, 9:00~17:00

**Venue:** Dialogic Shenzhen office

**Cost:** \$600 per person

**Registration contact:** [Vicky.wang@dialogic.com](mailto:Vicky.wang@dialogic.com); 010-59632688

#### Day One

- Kick-off
- What's Multimedia IP call center – user experience
- Multimedia Call Center Diagram and reference design based on Dialogic HMP
- Dialogic<sup>®</sup> HMP Software Overview (1.5 hours)
  - HMP product & Digital Network Interface Boards introduction/roadmap
  - HMP success case/application
  - HMP development documentation/How to find the right resource for your development(FAQ, etc)
  - HMP 4.1 LIN introduction
  - HMP license
  - Advanced feature brief(ss7 GC + HMP; MM API, 3G-324M,etc)
- Install and configure lab (1 hours )
  - Configure Dialogic<sup>®</sup> HMP Software and Dialogic<sup>®</sup> HMP Interface Board
  - Activating Dialogic<sup>®</sup> HMP Software licenses
  - CLI
  - Diagnostic tools
- Programming Models (2 hours)
  - Dialogic<sup>®</sup> Standard Runtime Library (SRL) API
  - Synchronous, asynchronous and polled programming models
  - Event handling in an application program
- Introduction to Basic Telephony (customized for audience) (1 hours)
- **Day Two**
  - Dialogic<sup>®</sup> Global Call API for call control (3 hours)
    - Concepts
    - API
    - Call Models
    - Additional Functions
  - Dialogic<sup>®</sup> Voice API (1 hour)

- Device routing concept (SCBUS) (1 hour)
- IP protocols (SIP, H.323 and RTP) (1 hour)
- Wireshark (1 hour)
  - Lab (1 hour)
- **Day Three**
  - IP Global Call API (1 hour)
  - Troubleshooting (1/2 hour)
  - Dialogic® Global Call Lab(- demo and code-go –through) – add voice function to gc\_basic\_call\_model and use a trace facility (2.5 hours) Dialogic® IP Media API (1 hour)
  - 3PCC (3/4 hour)
  - Dialogic® Device Management API (1 hour)
  - Dialogic® MM API (1-3/4 hours)
- **Day Four**
  - Lab – Adding Video to audio app (2 hours)
  - Dialogic® Conference API (1.0 hour)
  - Fax API
  - 3G324M/RTSP
  - Network Planning (1 hour)
  - Advance Voice: CPA (1 hour)
  - Examination/feedback
  - Summary

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