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Asterisk

Course Guide

Asterisk is a free and open source framework for building communications applications and is sponsored by Digium.
Asterisk turns an ordinary computer into a communications server.
Asterisk powers IP PBX systems, VoIP gateways, conference servers and is used by small businesses, large businesses, call centers, carriers and governments worldwide.

Digium is globally accepted
The Digium is trusted and accepted by leading employers, educational institutions and governments worldwide.

For a full list of organizations using these market-leading product, go to http://www.asterisk.org

Asterisk Contents

The performance-based Asterisk course, enhance your knowledge and skill in all core areas of product. Course covers the needs of today's competitive market.

Introduction to Telephony
- Understanding Telephony and history
- Preparing a system for asterisk

Installing Asterisk

Protocols
- Protocols for VOIP
- Asterisk architecture

Configuration Files
- Customization Configuration files
- Devices configuration

Understand Dialing
- Dial plain understanding
- Advance Dial Plain writing

PSTN Integration

Case study
- Outbound call center and VOIP service provider

Project
- Deploying Outbound call center

Mail Setup
- Voice mail Setup
- Voice mail to email integration

Programming Dial Plain
- Adding Programming into dial plain

Call Handling
- Call parking and paging
- Internet call routing

ACD (Automatic Call Distribution)

Troubleshooting
- Device stats using

IVR (Interactive Voice Response)

External Services Integration

FAX Handling

AMI (Asterisk Manager Interface)

AGI (Asterisk Gateway Interface)

Database Integration
- Relational database integration
- CDR (Calls Detail Records)

Monitoring
- System monitoring
- Logging
  - Troubleshooting

Security, penetration testing

Web Interface and Real-time

Case study
- Contact Centre

Project
- Inbound Setup

E1 Card Integration

QOS (Quality of Service)

Practical Approach
- The real life examples will be given throughout the lectures.

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