



Instantly replicate any account multiple times for training purposes

WHITE PAPER

Carbon rapidly duplicates CCB and MDM accounts for training and testing via a web-based interface.

An easy-to-learn tool that any team can get started with very quickly, Carbon is designed to simplify any project where identical or similar accounts are required.

Carbon decreases training preparation while providing a consistent and simplified environment that students can practice in multiple times. It also allows testers to replicate problematic accounts into development environments so that issues can be fixed promptly.

Curious what **Carbon** could do for your enterprise? Contact IntelliTect to find out: Oracle@IntelliTect.com

Challenge

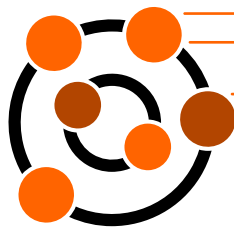
Rolling out new major functionality for CCB and/or MDM requires significant development, testing and training. The process of preparing accounts for training a staff of customer service representatives (CSRs) can also very time consuming. Getting current accounts that meet specific requirements into the correct environments for development and testing can be challenging.

Go Live was quickly approaching and the training team was rapidly preparing materials for their CSR training. It was going to take at least a month to find and prepare the nearly 2,500 user accounts to meet the needs of the various training scenarios. Even with this, each student would only get one pass through each training exercise. In addition, this plan assumed that there would be four training environment clones that would be used to provide training for all the CSRs. This added even more time to the schedule. It was a daunting and time-consuming task. Slipping the Go Live by nearly two months was not an option.

These training requirements needed a game-changing solution. It came in the form of a question, "What if accounts could be replicated from the production system into the training environment—creating hundreds of copies of each account?"

Carbon was born.

Carbon



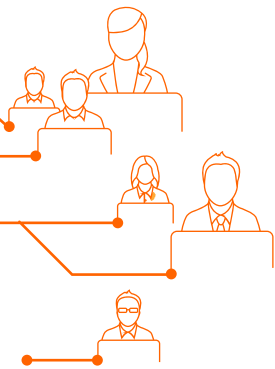
Training
100's of accounts
in minutes



Testing
Easily replicates
bugs



Development
Smaller environment
footprint



Solution

Training: Carbon allows trainers to create many copies of a single account from any environment that meets their scenario requirements. Carbon makes training:

- **Easier to prepare:** The time required to prepare the accounts for training can be reduced by an order of magnitude.
- **Consistent:** All trainees have the same experience. No longer does the trainer have to deal with issues related to each trainee having a different account.
- **Robust:** Each CSR can practice the scenario several times. More replicas of accounts can be made quickly and on the fly, if necessary.
- **Simplified:** All training is done in one environment.

Testing: With Carbon, accounts can be replicated from production and between development and testing environments. Carbon assists with:

- **Problematic accounts:** Issues can easily be located and fixed by replicating the account into the development environment.
- **Testing accounts:** Replica accounts can be tested first to confirm the veracity of the fix before testing on the original account. The original account remains pristine until the correct fix is found.
- **Automation testing:** Never run out of accounts.

Creating Lightweight Environments: By creating a CCB with just configuration data, users of Carbon can replicate just the accounts they need for their business cases. This allows for smaller servers as the amount of data is significantly reduced.

Carbon is utilized by trainers, testers and IT management daily. Duplication of accounts becomes a simple task that takes minimal time. The users of Carbon save countless hours of preparation and are able to focus on their project sooner.

// *Carbon has improved the learning process for us because everybody is using the exact same account, which means we can check to ensure all learners have the same results. If someone's account looks different, we can troubleshoot to figure out what steps they missed.* //

Crissa Fracz
Learning & Development Coordinator

IntelliTect

www.IntelliTect.com
Oracle@IntelliTect.com

IntelliTect provides architecture consulting, full life-cycle software development and training that enables their customers to solve the most challenging of problems. IntelliTect has expert principal and senior engineers specializing in the latest Microsoft technologies, including Cloud Computing, Big Data and AI, Microsoft .NET, Azure DevOps, Office365/SharePoint and Enterprise Application Integration.

Passionate Hard Work, Courageous Honesty, Innovative Excellence