

REFERENCE	8400PS600US	DELIVERY LANGUAGE	English (course material in English)
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DURATION

 [i-learning](#)

2 hours

 [c-learning](#)

4 days

 [v-learning](#)

METHODS

Virtual self-paced training on the computer. 2 hours before c-learning /v-learning

Traditional classroom or practical sessions with tutorials (TAP LAB)

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 12

PUBLIC

Presales engineers

OBJECTIVES

The participant will learn how to design and quote the Unified Communications & Collaboration solution from end-to-end.

At the end of the course, the participant will be able to:

- Address a RFP (Request For Proposal) based on Unified Communications Solution
- Design the solution
- Dimension the system
- Generate an offer using ACTIS
- Find appropriate SD specific Documentation & Tools

NB: Security subjects such as VoIP encryption are detailed in the IP Telephony Expert Presales course (PS00TE901)

PREREQUISITES

- To be Certified ACSR on Unified Communication Solution (Free I-learning course)
- To demonstrate skills on Web Technology and Email system

or

- To have attended the technology course "Unified communication environment" (FG00TE606 / FG00WB606)

REQUIRED TECHNICAL CONFIGURATION

For i-learning and v-learning

Access to the Business Partner Web Site. Internet Explorer version 5.5 or greater, Macromedia Flash 7 and Acrobat Reader version 6 or greater. Virtual Microsoft Java Machine (MSJVM).



PROGRAM DESCRIPTION

Phase 1: i-learning 2 hours

General Overview on the Unified Communications & Collaboration Solution
Demonstration on My Instant Communicator

Phase 2: c-learning 4 days

- To describe the Unified Communications & Collaboration Solution
- To describe and understand the OmniTouch 8400 ICS R6 software architecture
- To describe and understand the OmniTouch 8400 ICS R6 available topologies:
 - Mono server configuration
 - Multi server configuration
 - Multi PCX integration
- To describe the Telephony services:
 - Web Soft Phone
 - Alcatel-Lucent 4980 Soft phone
 - Web Phone Set Programming
- To describe the Messaging services:
 - Unified Messaging
 - Integrated Messaging
 - 8440 Messaging Software
- To describe the 8450 Fax Software solution
- To describe the One Number services
- To describe Telephony, Messaging, One Number Services accesses using:
 - T.U.I (Telephone User Interface)
 - E-mail client coupling (extensions)
- To describe the Teamwork services
- To describe the AMDS
- To describe My Instant Communicator Interface on:
 - PC
 - IP Touch
- To describe the Mobility Services:
 - My Instant Communicator on mobiles devices



Phase 2: c-learning Suite

To describe the integration with:

- Microsoft LCS (Microsoft Office Communicator)
- IBM Sametime

To describe the Alcatel-lucent Web Services offer

To outline the associated Security solution

To describe and understand the different mechanisms linked to licensing

Offer proposal recommendations and case studies

A Life Demo will be performed