



REFERENCE

**CLI0181US**

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer

 c-learning

**5 days**

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

### PUBLIC

Person in charge of the Alcatel-Lucent OmniTouch Contact Center Standard Edition with CCs

### OBJECTIVES

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

- Understand the Contact Center function
- Describe the Alcatel CCd architecture
- Modify management parameters
- Analyse real time information
- Use the statistic reports

### PREREQUISITES

- PC environment, Windows and Excel knowledge



## PROGRAM DESCRIPTION

To outline the CCD architecture

To describe the CCD possibilities

To customize the agent and supervisor stations

To create user account on the CCS

To modify CCD objects from the CCS :

- pilots
- pilot statistics
- queues
- groups
- agents
- teams
- wallboards

To modify the service status :

- normal
- general forwarding
- blocked

To modify call routing and distribution rules

To set-up the calendar

To display and analyze real time information on pilots, queues, groups, agents, trunk groups

To generate statistic reports

To describe the principle of statistic reports customization with Microsoft Excel