



REFERENCE

CLI0715US

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 *Premium Edition* Administration

OBJECTIVES

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

- Understand the Contact Center function
- Describe the OmniTouch Contact Center Premium Edition principles
- Modify management parameters, configure and use VisualCC
- Display real time information and generate the statistic reports

PREREQUISITES

- PC environment, Windows and Excel knowledge.



PROGRAM DESCRIPTION

OmniTouch Contact Center Premium Edition general overview

Start the visual CC

- Log on / Exit Visual CC
- Create User accounts & manage users rights, preferences
- Create views

Describe the call flow

Describe and manage Contact Center objects from the Visual CC

- Services et segments
- Waiting Queues and rooms
- Resource groups
- Agent, emulated agent & supervisor

Describe and manage the distribution

- Describe and manage the call routing rules
- Describe and manage the call qualification
- Set-up the calendar

Describe Agents & Supervisors features

Describe and manage the Visual IVR

- Describe the different blocks
- Manage simple scripts

Describe and manage the Interactive queuing (EWT)

Describe and manage the Individual Skill Mapping (ISM)

Describe and manage the Last Contacted Agent routing (LCA)

Output the reports

- Display real time information
- Display Quick look
- Generate predefined statistics reports
- Send reports by Email
- Describe the reports customization principle
- Describe the purge principles

Assign the voice prompts used in the contact center

Describe and manage the Wall board displayed information