



REFERENCE

CLI0716US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer.

 c-learning

2 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* Multimedia supervision with Visual CC

## OBJECTIVES

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

- Manage the Email distribution
- Modify management parameters
- Manage automated responses, field codes, screening rules
- Use the agent desktop and Email supervision desktop applications
- Analyse real time information and generate statistic reports

## PREREQUISITES

- PC environment, Windows and Excel knowledge
- To have attended the *Administration "Voice" via Visual CC* course



Alcatel-Lucent

# Alcatel-Lucent OmniTouch Contact Center Premium Edition

Administration (Email) via Visual CC

## PROGRAM DESCRIPTION

- Describe the Email routing and distribution
- Manage collectors and qualification
- Manage standard responses
- Manage field codes
- Manage screening rules
- Describe and use the agent desktop Email capabilities
- Describe and use the Email supervision desktop
- Display real time information for Email distribution
- Display predefined reports for Email distribution