

REFERENCE **OTCCPS900US** DELIVERY LANGUAGE English (course material in English)

#### DURATION

 i-learning

**6 hours**

 c-learning

**4 days**

 v-learning

#### METHODS

Virtual self-paced training on the computer.

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 & Solution Designers

#### OBJECTIVES

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

- Address a RFP (Request For Proposal) based on Alcatel-Lucent Contact Centers:
  - OmniTouch Contact Center Standard
  - OmniTouch Contact Center Premium
  - CCivr
  - Outbound
- Design the solution
- Use Traffic calculation tools for dimensioning
- Generate an offer using ACTIS
- Find appropriate SD specific Documentation & Tools

The participant will learn how to design and quote Contact Centers Solutions from end-to-end

#### PREREQUISITES

- To be Certified ACSR ALU Contact Center Solution (Free I-learning course available on ABPWS)
- The i-Learning part is mandatory to seat the Classroom Session
- *The participant will bring is own laptop for hands-on.*

#### REQUIRED TECHNICAL CONFIGURATION

##### For i-learning

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

## PROGRAM DESCRIPTION

Phase 1: i-learning      6 hours mandatory to seat the C-learning Session

This I-Learning session aims to provide a general overview on the Contact Centers Solution. The participant will also acquire enough theoretical knowledge on Contact Centers to make the most of the C-Learning session.

### Contact Center Standard Edition

Describe the OmniTouch CC Standard Edition Solution

- Architecture
- Distribution
- CCSupervision
- WallBoard

### Contact Center Premium Edition

Describe the OmniTouch CC Premium Edition Solution

- Architecture
- Visual CC
- Visual IVR
- Reporting
- Agent Desktop
- CCTeamer
- Premium Email
- Openness Pack Wallboards

### Contact Center Interactive Voice Response

Describe the CCivr solution

### Contact Center Outbound

Describe the CCOutbound solution

### OmniGenesys / RSI

Describe OmniGenesys Framework & Components

Describe the OmniGenesys / RSI solution

## PROGRAM DESCRIPTION

Phase 2: c-learning      4 days

The C\_Learning Session aims to address a RFP (Request For Proposal) based on a Contact Center Solution using all Solution Designers tools available.  
The participant will learn how to choose, to design these CC Architecture and how to quote the solution using ACTIS.

### Position the Alcatel-Lucent Contact Centers Solutions :

OmniTouch CC Standard - OmniTouch CC Premium - OmniGenesys Suite

#### Contact Center Standard Edition

- Describe the CCdistribution (CCD Objects, Call Distribution, Voice Guides, Agent Profiles, CC Direct Calls)
- Describe the CCsupervision
- Describe the CCa and CC SoftPhones
- Describe Advanced Call Routing ACR
- Design the solution using appropriate dimensioning tools and rules
- Quote the solution using ACTIS tool

#### Contact Center Premium Edition

- Describe the interaction routing and distribution (Voice and Email)
- Describe the Visual CC graphical interface
- Describe the Visual IVR tool
- Describe the agent desktop (GAD) and CTI integration
- Describe the reporting principle
- Describe the service continuity (CCd backup and spatial redundancy)
- Design the solution using appropriate dimensioning tools and rules
- Quote the solution using ACTIS tool

#### Contact Center Interactive Voice Response

- Describe the CCivr solution
- Quote the CCivr Solution

#### Outbound Solution

- Describe the Outbound solution
- Quote the Outbound Solution

#### Describe and Quote the Wall Board Solution

#### Describe and Quote the migration programs

#### Notes:

Case Studies and Life Demo will be used to strengthen trainees' knowledge and skills