



REFERENCE

**OTCCTA0A7US**

DELIVERY LANGUAGE

English (course material in English)

DURATION

 e-learning

**2 days**

METHODS

Practical sessions with tutorials (TAP LAB)

MAXIMUM NUMBER OF PARTICIPANTS

According to available platforms.

### PUBLIC

Engineers in charge of installation, configuration and maintenance of the Alcatel-Lucent OmniTouch Contact Center Standard Edition.

### OBJECTIVES

To get additional practice on the Alcatel-Lucent OmniTouch Contact Center Standard Edition.

### PREREQUISITES

- To have experience in installing and maintaining the Alcatel-Lucent OmniTouch Contact Center Standard Edition.
- And/or to have attended the Alcatel-Lucent OmniTouch Contact Center Standard Edition curriculum.

### RECOMMENDATIONS AND RESTRICTIONS

A set of lab exercises is available in TAP-LAB classroom.

The labs that are provided during the TAP-LAB are different compared to the one given in trainings.

The TAP-LAB is not a blank exam: the topics that may be found in an exam are studied but the conditions of an exam are not reproduced in the TAP-LAB.

The TAP-LAB is not a course, so no predefined theoretical topics have to be covered.

Reminders on certain topics may be done upon requests from the participants. In any way, a complete chapter from a course can not be studied.

There is no training guide to be provided during a TAP-LAB.

The technical documentation is available in electronic format on the PCs in the TAP-LAB classroom if it exists.

There is no technical documentation in paper format in the classroom.

An exam can not start in a TAP-LAB session.

MCQ blank tests are not covered during TAP-LAB. The focus is made on labs.