



PRODUCT/SOLUTION	Alcatel-Lucent OmniTouch Contact Centers Standard Edition		
CERTIFICATION	ACSE Alcatel-Lucent OmniTouch Contact Centers Standard Edition R9		
REFERENCE	OTCCTC2C8US	EXAM LANGUAGE	English (certif. material in English)

DETAIL	EXAM TYPE	DURATION	METHODS
 c-learning	60 MCQ	1 hour	Exam in classroom.
 c-learning	Lab	2.5 hours	Practical lab in classroom.

MAXIMUM NUMBER OF PARTICIPANTS	6 (ACCORDING TO THE NUMBER OF STATIONS AVAILABLE)
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#### PUBLIC

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

#### ASSOCIATED TRAINING TRACK

To have attended the courses:

- OTCCTE900 Starter
- OTCCTE901 Advanced
- OTCCTE902 Expert