



Alcatel-Lucent OmniTouch Contact Center Standard Edition Starter

REFERENCE

OTCCTE900US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

3 hours

Virtual self-paced training on the computer. 3 hours before c-learning

 c-learning

3 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

System Installers in charge of the OmniTouch Contact Center Standard Edition installation

OBJECTIVES

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

- Install and configure the CCdistribution application on OmniPCX Enterprise

PREREQUISITES

- To have attended the Alcatel-Lucent OmniPCX Enterprise Starter training course

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 3 hours

Describe the CCd principles
Describe the supervision tool (CCs)
Outline the CCd agents features

Phase 2: c-learning 3 days

Describe the management procedure for a CCd matrix
Manage the CCd parameters & Objects on the OmniPCX Enterprise :

- Prefixes and class of service
- Pro ACD phone sets
- Voice guides

Describe and manage the CCd agents features
Implement the virtual hybrid logical link for CCd internal calls
Install and configure the CCs application

Configure the CCd objects via the CCs application :

- Pilots
- Waiting queues
- Processing groups
- agents/supervisors

Configure the distribution via the CCs :

- Set up routing rules for pilots
- Set up the distribution rules
- Set up the calendar

Use the real time interface of CCs
Implement the voice guides in the distribution
Generate predefined statistic reports with the CCs application