



REFERENCE

**OTCCTE901US**

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

**hours**

Virtual self-paced training on the computer

 c-learning

**5**

**days**

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

**days**

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

### PUBLIC

System Installers in charge of the Alcatel-Lucent OmniTouch Contact Center Standard Edition configuration

### OBJECTIVES

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

- Configure and maintain a complete CCD application on OmniPCX Enterprise

### PREREQUISITES

- To have attended the Alcatel-Lucent OmniTouch Contact Center Standard Edition **Starter** course



## PROGRAM DESCRIPTION

Describe the software locks

Manage the multi language voice guides

Describe and manage the CCd advanced parameters and features

- Describe & manage the CCd direct calls to agent
- Describe & manage the automated attendant feature for CCd
- Describe and manage the interactive queuing
- Describe and manage the CCd agent presentation guide
- Describe and manage the CCd position-in-queue guides
- Implement the emergency closure of several CCd pilots from the CCs
- Describe & manage specific CCd features

Configure the CCd statistic pilots

Describe the CCD within Call Server redundancy and PCS (Passive Call server) context

Describe and manage the wallboards

- Wallboard controlled by AFE
- Wallboard controlled by WBM

Describe the communications tickets and use the CCTA

Describe and manage the statistics customization

Outline the ACD macro principles for statistics

Describe the statistics template translation

Describe the software updates and translation