



REFERENCE

OTCCTE902US

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 Experts in charge of the Alcatel-Lucent OmniTouch Contact Center Standard Edition configuration and maintenance

OBJECTIVES

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

- Install, configure and maintain a complete CCD application on OmniPCX Enterprise
- Set up a multisite configuration
- Implement basic ACR features

PREREQUISITES

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



PROGRAM DESCRIPTION

Describe the software architecture

Describe and implement filtering rules

Describe handicaps and threshold in distribution rules

Describe and configure a CCd in an ABC Network

Describe and implement the Work Force Package (WFP) applications

Describe, install and configure the CCagent Application in a simple environment (basic components of the CCA server and client)

Describe & Install the CCs server (internal & external)

Describe the Advanced Call Routing (ACR) distribution principle

Describe the Agent Selection Module principle

Describe and Manage two Agent Selection rules

- Last called agent
- Individual skill mapping

Describe and use the ACR through CCs

Manage the agent and caller profiles, manage skills and domains, manage waiting rooms

Manage the call routing and distribution with waiting rooms

Create script for the Agent Selection Module

Use the script debugger