



PRODUCT/SOLUTION	Alcatel-Lucent OmniTouch Contact Centers Premium Edition		
CERTIFICATION	ACSE Alcatel-Lucent OmniTouch Contact Centers Premium Edition R9		
REFERENCE	OTPETC2C3US	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 Premium Edition

ASSOCIATED TRAINING TRACK

To have attended the courses:

- OTPETE900 Voice
- OTPETE901 Email
- Or
- The ACSE level training courses of the Alcatel-Lucent OmniTouch Contact Centers Premium Edition R8 curriculum
- OTPEWB902 Upgrade from R8 to R9