



REFERENCE

OTPETE900US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

3 hours

Virtual self-paced training on the computer

 c-learning

8 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

Engineers in charge of the administration and the management of Alcatel-Lucent OmniTouch Contact Center Premium Edition

OBJECTIVES

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

- Install the OTCC Premium Edition solution
- Configure and use the visual CC
- Manage the call distribution and routing rules
- Manage the Individual Skill Mapping and the Last Contacted Agent routing
- Manage Visual IVR scripts
- Generate statistics and customize the templates
- Analyze the real-time information
- Install and use the agent desktop applications

PREREQUISITES

- To have basic knowledge of OmniPCX Enterprise or to have attended the OmniPCX Enterprise **Starter Pack** 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

General overview of the Alcatel-Lucent OmniTouch Contact Center Premium Edition, software and hardware architectures

Agent and supervisor feature on IP Touch, IP Agent SoftPhone and agent desktop

Routing and supervision principles, use of the Visual CC (simulation tool)

Phase 2: c-learning 8 days

To install the Alcatel-Lucent Contact Center Premium Edition application

To start the visual CC

- To log on & Exit Visual CC
- To create User accounts & manage users rights, preferences
- To create views
- To customize the menus

To describe and manage the OmniPCX Enterprise parameters

- Pro ACD phone sets
- Prefixes and class of service
- System parameters
- Voice guides
- Local OTCC calls
- Business sets (DECT, SIP, 8/9 series, ...)

To manage the RSI synchronization server

To describe and manage the CC matrix objects

- Agents and supervisors
- Groups
- Queues
- Services and segments

To describe and manage the business service

To describe and manage Agent, emulated agent and supervisor features

To describe and manage the call routing rules and the calendars

To describe & manage and use the advanced call routing

- To describe & manage the collectors (database read/write, Visual IVR)
- To describe & manage the call qualification
- To describe & manage the expected waiting time table
- To describe & manage position in Waiting queue guide
- To describe & manage the multi language voice guides

To describe & manage the Individual skill mapping

To describe & manage the Last Contacted Agent

To describe and manage the Agent application on PC (GAD), the IP Agent SoftPhone and the IP Plug-in agent



Alcatel-Lucent

Alcatel-Lucent OmniTouch Contact Center Premium Edition Voice

To manage statistics and real time information

- Quick look
- Predefined statistics reports & templates customization
- Reports Email transmission
- Real time information
- Agent privacy

To describe & manage the Visual IVR (automated attendant, calls qualification, Interactive queuing)

- To describe the different blocks
- To manage scripts
- To access to an external database (read/write)

To describe and implement the OTCC Standard Edition as backup of the OTCC Premium Edition

To perform some of the maintenance points using the troubleshooting guide

To describe and test the hard disk monitoring on the server