



Alcatel-Lucent OmniTouch Contact Center Premium Edition Email

REFERENCE

OTPETE901US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer

 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

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:

- Manage the Email distribution
- Use the agent desktop for Email
- Use the supervision Desktop

PREREQUISITES

- To have attended the Alcatel-Lucent OmniTouch Contact Center Premium Edition Voice course

PROGRAM DESCRIPTION

To describe the Email architecture in the OmniTouch Contact Center Premium Edition

To describe and manage the Email distribution

- To describe and manage the Email distribution
- To describe the knowledge manager
- To describe and manage standard response
- To describe and manage field codes
- To describe and manage the collectors, the qualification and the screening rules
- To describe and manage the Email system parameters
- To configure the objects (service, segment, ...) Email specific settings
- To manage the Individual Skill Mapping routing in Email context
- To manage the Last Contacted Agent routing in Email context

To describe and use the Agent Desktop Email capabilities

To describe and use the Email supervision Desktop

To describe and analyze the Email real time information

To generate the Email statistics reports

To perform some of the maintenance points related to Email described in the troubleshooting guide