



REFERENCE

PS00TE900US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

i-learning

18 hours

Virtual self-paced training on the computer. 18 hours before c-learning

c-learning

5 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**

Presales Engineers, Solution Designers

**OBJECTIVES**

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

- Understand the Global Alcatel-Lucent Enterprise Solution.
- Address a RFP (Request For Proposal) based on a Standard OmniPCX Enterprise designed as a distributed Architecture with centralized Call Control, and a standard OmniVista A4760.
- Design the solution
- Use Traffic calculation tools for dimensioning
- Generate an offer using ACTIS
- Find appropriate SD specific Documentation & Tools

The participant will learn how to design and quote a standard Solution from end-to-end

**PREREQUISITES**

- Standard computer's skills (Windows, Web browser, Microsoft Office...)
- Basic Telecom skills
- Certified ACSR Corporate Communication Solutions (Free I-learning course 3EY0SA040)
- *The participant will bring is own laptop for hands-on with ACTIS already installed*

**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      8 hours

**Mandatory to seat the c-learning Session.** This i-learning session aims to provide a general overview on the Enterprise Solutions.

The participant will also acquire enough theoretical knowledge on the OmniPCX Enterprise product to make the most of the C-Learning session.

**List of topics covered**

Global Alcatel-Lucent Enterprise solution overview

Distributed Architecture with centralized Call Control

- Communication Server (IntheSkin, Crystal , Appliance Server, Blade Server, BICS)
- Media Gateway
- IP Domains

Racks, boards and site requirements

- Common HW
- Crystal HW

ACTIS general overview including ASITA, ACP & BQT

Reference Docs Library (Golden RFP, Standard Offer, Product Description, Design Guides, Product limits, Features List, System Documentation...)

Traffic Calculation tools

Desktop phones

- Alcatel-Lucent 8 & 9 Series Sets
- Alcatel-Lucent IP Desktop SoftPhone
- Alcatel-Lucent Power Patch Panel
- Accessories

Mobile Phones

- DECT Handsets
  - Alcatel-Lucent Mobile Reflex 100/200/200EX
  - Alcatel-Lucent 300/400 DECT Handset
- VoWLAN Wireless Phones
  - Alcatel-Lucent IP Touch 310/610 WLAN Handset
  - Nokia Dual Mode
- Accessories

Business Telephony and Communication Services

- Set Customization (Hands-free, Headset, guide key, Ringing Tone...)
- Basic features (internal calls, DTMF Dialing, Last Nb redial, Callback...)
- Advanced Features (Multi-Line, Forwarding, Call By Name, Mini-Messages...)
- User Rights (Classes Of Services, Hotline set, External Call Restriction, Private Calls...)
- General Call Routing (Call Distribution Tables, Automatic Route Selection, Call Restriction for Alarms & Emergencies, Priority Calls - Multi Level Precedence and Pre-emption...)



## Team Work

- Mutual Aid Between Users (Hunting Group, Pick-up Group, Intercom...)
- Conferences ( 3 Party Conf, Casual Conf , Meet-Me Conf, Mastered Conf)
- Multi-Line Appearance
- Business Account Code
- Manager/Assistant
- Supervision

## OmniDesktop Attendants

- Attendant Services
- Alcatel-Lucent 4059 SBC
- Alcatel-Lucent IP Attendant SoftPhone
- Alcatel-Lucent 4059 IP Attendant Console
- Alcatel-Lucent Busy Lamp Field

## Integrated Voice Guide Services

- Generic VG
- Customized VG
- Alcatel-Lucent Audio Station
- Internal & External Music-on-hold

## Alcatel-Lucent 4760 Start Pack

- Client/Server Architecture
- Configuration
- Alarms
- Accounting
- Reporting tool

## Voice Mail and Fax Mail

- Alcatel-Lucent 4645
- Alcatel-Lucent 4635

## Mobility and the OmniPCX Enterprise

- Free Desktop Environment
- Ubiquity
- Twin Sets
- Remote Extension
- Cellular Extensions

## OmniMobility DECT/PWT

- DECT Characteristics (Radio Transmission, Radio Base Station, Handset)
- DECT Basic Services (Handover, Roaming, Security...)
- DECT Boards Interfaces
- Radio Base Stations
- DECT Phone Services
- accessories

## OmniMobility VoWLAN (Basic Overview)

## Integrated Automated Attendant (IAA)



Remote Maintenance Access

- eRMA
- RMA

Business integrated Communication Solution (BiCS)

- Overview
- Software & Hardware Architecture

Architectural Reliability

- Spatial Redundancy (duplication)
- Passive Communication Server
- Backup Signaling for IP Media Gateways
- Dual LAN Attachment



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**Phase 2: c-learning**      **5 days**

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The c-learning Session aims to Address a RFP (Request For Proposal) based on a Standard OmniPCX Enterprise, a BiCS & and OmniVista 4760 suite using all Solution Designers tools available.

The participant will learn how to design a distributed Architecture with centralized Call Control, and how to quote the solution using ACTIS.

**List of topics covered****Reminder on**

## Distributed Architecture with centralized Call Control

- Communication Server
- Media Gateway
- IP Domains

## Racks, boards and site requirements

- Common HW
- Crystal HW

## ACTIS general overview &amp; install

## Reference Docs Library (Golden RFP, Standard Offer, Product Description, Product limits, Features List...)

## Traffic Calculation tools

## Desktop phones

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- Alcatel-Lucent IP Desktop SoftPhone
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## Mobile Phones

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- Internal Music-on-hold
- external Music-on-hold

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- Passive Communication Server
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- Dual LAN Attachment

## Notes

The participant will quote all suitable Services using ACTIS Quotation tool

The participant will use available dimensioning tools and rules to design the Solution