



## REFERENCE

PS00TE922US

## DELIVERY LANGUAGE

English (course material in English)

## DURATION

## METHODS

i-learning

Virtual self-paced training on the computer

c-learning

**2 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

Pre-Sales Engineers

Project managers

Sales &amp; Marketing representatives

## OBJECTIVES

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

- Describe the Alcatel-Lucent OmniTouch Call Center Office Application
- Describe VoIP over VPN
- Describe PIMphony application

The « + » of this training:

- Via a case study on Actis, the participant will design a complex OmniPCX Office solution (ACD, VoIP Over VPN)

## PREREQUISITES

- To have attended the Office Communication Solutions Standard Presales training course
- To have attended the Office Communication Solutions Sales training courses ( FREE I-Learning on the ABPWS )

## REQUIRED TECHNICAL CONFIGURATION

For i-learning and v-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).

For v-learning onlyAccess to the Internet with 8 KBytes/s available bandwidth per participant.  
Internet Explorer version 5.5 or better. Virtual Microsoft Java Machine (MSJVM).



## PROGRAM DESCRIPTION

Describe the Alcatel-Lucent OmniTouch Call Center Office (architecture, data collection)

- Describe and use the quotation tool for the Call Center Office
- Perform case studies:
  - Non dedicated agents with call distribution optimization
  - Dedicated agents with call distribution prioritization
  - Call Center distribution with screen popup
  - Free seating Call Center

Describe the CTI solutions

Describe the multi-sites configuration

Describe the Internet features (Shared internet access, Firewall, Proxy, DHCP Server, DNS server, File server, VPN, RAS, Intranet)

VoIP: Networking and VPN

- Make a description of VPN and VoIP with OmniPCX Office
- Describe VPN site to site
- Describe VPN client to site
- Describe Small branch office IPsec VPN
- Describe the methodology, rules and recommendations for VoIP solutions engineering recommended by the technical support
- Describe and use the presales tools
- Perform case studies
- Make an online demo with an OmniPCX Office VoIP over VPN site to site and client to site

Describe the PIMphony application (PIMphony, PIMphony IP, PIMphony attendant, screen popup)

Describe Visual Mailbox

Describe the assistant and Call Log menu