PRESENTATION OF TRAINING TRACKS FOR COMMUNICATIONS, CLOUD & VERTICALS
AGENDA

- Annual Learning Subscription
- Training offer for SALES
- Training offer for PRESALES
- Training offer for POSTSALES
  - OXO Connect
  - OmniPCX Enterprise
  - Rainbow
  - OpenTouch
  - OpenTouch Message Center & OpenTouch Fax Center
  - OpenTouch Enterprise Cloud
  - OmniVista 8770 NMS
  - OmniTouch Contact Center Standard Edition
  - OpenTouch Customer Service
  - Hospitality solution
- Training offer for ADMINISTRATORS
### Training Courses

<table>
<thead>
<tr>
<th>Job Function</th>
<th>Description (including audience)</th>
<th>Associated Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administrators</strong></td>
<td>Training course for administrators who are responsible for system, network, operation, maintenance and administration</td>
<td>—</td>
</tr>
<tr>
<td><strong>Sales</strong></td>
<td>Training course for sales representatives who sell Alcatel-Lucent Enterprise products and solutions</td>
<td>—</td>
</tr>
<tr>
<td><strong>Presales</strong></td>
<td>Training course for presales engineers who design complex networking projects</td>
<td>—</td>
</tr>
<tr>
<td><strong>Postsales</strong></td>
<td>Training course for expert engineers in charge of complex configurations, installation and service support</td>
<td>—</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I</strong> = ( x_h ) Individual learning, in hours</td>
<td></td>
</tr>
<tr>
<td><strong>C</strong> = ( x_d ) Classroom learning, in days</td>
<td></td>
</tr>
<tr>
<td><strong>V</strong> = ( x_d ) Virtual learning, in hours</td>
<td></td>
</tr>
</tbody>
</table>

- **ACSR**: Alcatel-Lucent Enterprise Certified Sales Representative
- **ACPS**: Alcatel-Lucent Enterprise Certified Presales
- **ACP**: Alcatel-Lucent Enterprise Certified Professional
- **AQPS**: Alcatel-Lucent Enterprise Qualified Presales
- **ACFE**: Alcatel-Lucent Enterprise Certified Field Expert
- **ACSE**: Alcatel-Lucent Enterprise Certified System Expert
- **ACE**: Alcatel-Lucent Enterprise Certified Expert

Logos for Alcatel-Lucent Enterprise.
Training material is provided in English, other languages are optional.

The available languages for training materials are mentioned in the training tracks with corresponding flags:

- Available in English: 🇺🇸
- Available in French: 🇫🇷
- Available in Spanish: 🇪🇸
- Available in German: 🇩🇪
- Available in Chinese: 🇨🇳
OUR SOLUTION

ANNUAL LEARNING SUBSCRIPTION (ALS)

Education Services innovates to help you maintain your Postsales staff competencies up-to-date and broaden technical skills via an annuity subscription for individuals at an attractive price.

The Annual Learning Subscription (ALS) service provides open access to the technical training content of both ACFE and ACSE levels available on the Knowledge Hub learning platform.

2 certification tokens are now included per product line when applicable

<table>
<thead>
<tr>
<th>SILVER offer</th>
<th>E-learnings + eBooks + certification tokens</th>
<th>2 Packs for Communications</th>
<th>1 Pack for SMB</th>
<th>3 Packs for Network</th>
<th>Upfront payment</th>
</tr>
</thead>
</table>

SILVER offer

- E-learnings + eBooks + certification tokens
- 2 Packs for Communications
- 1 Pack for SMB
- 3 Packs for Network
- Upfront payment
<table>
<thead>
<tr>
<th>Part Number</th>
<th>Designation and Scope of the offer</th>
<th>WPL Price</th>
</tr>
</thead>
</table>
| COMMSTE001   | **COMMUNICATIONS LEARNING SUBSCRIPTION - SILVER PACK**  
Open access to all eBooks and e-learning + 2 certification tokens included per product line when applicable (1 ACFE + 1 ACSE renew for ACSE certified only) for:  
- OXO Connect  
- OpenTouch,  
- OpenTouch Message Center, OpenTouch Fax Center  
- OmniPCX Enterprise  
- DECT  
- OmniPCX Record  
- OmniVista 8770  
- OmniTouch Contact Center Standard Edition  
- Hospitality solution  | 1500 €  
1725 $      |
| OPENSTE001   | **OPENTOUCH & OMNIPCX ENTERPRISE LEARNING SUBSCRIPTION - SILVER PACK**  
Open access to all eBooks and e-learning + 2 certification tokens included per product line when applicable (1 ACFE + 1 ACSE renew for ACSE certified only) for:  
- OpenTouch  
- OpenTouch Message Center, OpenTouch Fax Center  
- OmniPCX Enterprise  
- DECT  
- OmniPCX Record  
- OmniVista 8770  
- Hospitality solution  | 750 €  
862,5 $     |
# SILVER PACKS FOR SMB

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Designation and Scope of the Offer</th>
<th>WPL Price</th>
</tr>
</thead>
</table>
| SMBOSTE001    | **COMMS AND NETWORK FOR SMB LEARNING SUBSCRIPTION - SILVER PACK**  
Open access to all eBooks and e-learning + 2 certification tokens included per product line when applicable (1 ACFE + 1 ACSE renew for ACSE certified only) for:  
- OXO Connect  
- LAN/WLAN for SMB including OmniAccess Stellar WLAN                                                                                     | 350 €  
402.5 $ |
TRAINING OFFER FOR SALES
# TRAINING OFFER FOR SALES ON COMMUNICATIONS

## COMMUNICATIONS

<table>
<thead>
<tr>
<th>Course</th>
<th>Language</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rainbow CPaaS</td>
<td>EN</td>
<td>28 min</td>
</tr>
<tr>
<td>Fleet Dashboard Tutorial</td>
<td>EN, FR, ES</td>
<td>15 min</td>
</tr>
<tr>
<td>Enterprise Communications Starter</td>
<td>EN, FR, ES</td>
<td>34 min</td>
</tr>
<tr>
<td>Rainbow</td>
<td>EN, FR, ES</td>
<td>60 min</td>
</tr>
<tr>
<td>OpenTouch</td>
<td>EN, FR, ES</td>
<td>34 min</td>
</tr>
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</table>

## VERTICALS

<table>
<thead>
<tr>
<th>Vertical</th>
<th>Language</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education</td>
<td>EN</td>
<td>50 min</td>
</tr>
<tr>
<td>Hospitality</td>
<td>EN</td>
<td>55 min</td>
</tr>
<tr>
<td>Transportation</td>
<td>EN</td>
<td>51 min</td>
</tr>
</tbody>
</table>

## CLOUD

<table>
<thead>
<tr>
<th>Application</th>
<th>Language</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to the Cloud Applications (NoD, OTEC, PaLM) on the Business Store</td>
<td>EN</td>
<td>10 min</td>
</tr>
</tbody>
</table>

## SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Language</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution Premier Service</td>
<td>EN</td>
<td>30 min</td>
</tr>
</tbody>
</table>

### Notes
- Training courses involved in ACSR certification
- Optional Training courses not involved in certification program

### Available languages
- EN
- FR
- ES
- DE
TRAINING OFFER FOR PRESALES
TRAINING OFFER FOR PRESALES
RAINBOW

Understand quickly and at your own pace online the Rainbow CPaaS & Rainbow UCaaS solutions

Rainbow CPaaS RAINWPS001 I= 0.5 h

At the end of the course, you will understand how the Rainbow APIs, SDKs and CPaaS Platform enable developers to create new apps and integrate communications into existing core business apps to provide new services and processes

Rainbow UCaaS RAINWPS002 I= 40 min

At the end of the course, you will be able to describe the Rainbow solution and the WebRTC gateway
TRAINING OFFER FOR PRESALES

OXO CONNECT

OXO Connect

OXO Connect Presales
OXOCWPS001

I= 4h15
TRAINING OFFER FOR PRESALES

OPENTOUCH MLE FOR NEWCOMERS

FREE

ENTPWPS300
Understand and quote the OXE Business telephony features in a mono-site configuration
Quote SIP Trunking

ENTPWPS301
Understand and quote the OXE multi-sites and ABC network architecture

ENTPPC1W3
OmniPCX Enterprise Starter
ENTPWPS300
I= 4 h

ENTPPC2W3
OmniPCX Enterprise Advanced
ENTPWPS301
I= 1h30

OPENPC2W4
OpenTouch UC&C
OPENWPS300
I= 3 h

OPENWPS300
Understand and quote the Unified Communication and Collaboration services
Understand and quote the OTC clients
Understand and quote the Messaging services

OmniPCX Enterprise
AQPS

OmniPCX Enterprise
ACPS

OpenTouch
ACPS
TRAINING OFFER FOR PRESALES
OPENTOUCH MLE FOR EXPERIENCED

PREREQUISITES

OpenTouch for experienced

- OpenTouch evolution from R2.5 to R2.6
  OPENWPS236  I= 30 min
  ACPS OpenTouch renewal embedded in the course

- OpenTouch evolution from R2.4 to R2.5
  OPENWPS235  I= 40 min

- OpenTouch evolution from R2.3.1 to R2.4
  OPENWPS234  I= 0.5 h

OmniPCX Enterprise for experienced

- OmniPCX Enterprise Evolution from R12.3.1 to R12.4
  ENTPWPS126  I= 45 min
  AQPS & ACPS renewal embedded in the course

- OmniPCX Enterprise Evolution from R12.2 to R12.3.1
  ENTPWPS125  I= 2h30

- OmniPCX Enterprise Evolution from R12.1 to R12.2
  ENTPWPS124  I= 1 h

ACPS level
OpenTouch

PREREQUISITES

AQPS level
OmniPCX Enterprise

PREREQUISITES

ACPS level
OmniPCX Enterprise
TRAINING OFFER FOR PRESALES
CONTACT CENTERS

OmniTouch Contact Center Standard Edition

- OmniTouch Contact Center Standard Edition
- ACPS
- OTCCPC2W2
- Online MCQ
- I = 3h

OpenTouch Customer Service

- OpenTouch Customer Service
- ACPS
- OTCSPC2W1
- Online MCQ
- I = 4h

AQPS level
OmniPCX Enterprise

FREE
TRAINING OFFER FOR PRESALES

HOSPITALITY SOLUTION

Hospitality Solution for MLE

<table>
<thead>
<tr>
<th>Hospitality Solution</th>
<th>ACPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOSPPC2W1</td>
<td></td>
</tr>
<tr>
<td>Online MCQ</td>
<td></td>
</tr>
</tbody>
</table>

Hospitality Solution Design

<table>
<thead>
<tr>
<th>Hospitality Solution</th>
<th>I= 2,5 h</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOSPWPS001</td>
<td></td>
</tr>
</tbody>
</table>

AQPS level
OmniPCX Enterprise

PREREQUISITES

FREE
Many companies both inside and outside the Call Center world have a growing need to record transactions, especially in activities requiring law and regulations compliance. This is particularly relevant in financial services, utilities, healthcare, education, hospitality and public safety organizations. OmniPCX Record suite is the solution to answer such business cases.
TRAINING OFFER FOR PRESALES

VISUAL AUTOMATED ATTENDANT

Learn quickly and at your own pace online how to design and quote this solution!

The Visual Automated Attendant ensures our customers have a professional image and response to their callers. This virtual receptionist offers callers a great service experience, greeting and routing them directly to employees, departments or voicemail.

Visual Automated Attendant VSAAWPS001

I= 30 min

PREREQUISITES

AQPS level
OmniPCX Enterprise
TRAINING OFFER FOR PRESALES
VISUAL NOTIFICATION ASSISTANT

Learn quickly and at your own pace online how quote this solution!

The Alcatel-Lucent Visual Notification Assistant provides a simple and flexible, easy-to install, intuitive notification system. It is an ideal solution for enterprises across all industries.
TRAINING OFFER FOR PRESALES

OPENTOUCH NOTIFICATION SERVICE

Learn quickly and at your own pace online how to design and quote this solution!

The Alcatel-Lucent OpenTouch Notification Service (OTNS) is the perfect solution for small and medium-sized enterprises as it provides a flexible, easy-to-install alarm and notification system with a native integration to the Alcatel-Lucent OmniPCX Enterprise and OmniPCX Office RCE.

OTNS improves incident awareness and helps protect efficiently enterprise professionals and customers from injury or danger.

Pre-requisites:

- AQPS level
  - OmniPCX Enterprise
TRAINING OFFER FOR PRESALES

EMERGENCY NOTIFICATION SERVER

Learn quickly and at your own pace online how to design and quote this solution!

The Alcatel-Lucent Emergency Notification Server (ENS) improves customer and employee safety in both onsite and remote locations, track the crisis scenario, and provide conference to synchronize the actions. ENS can also be inserted in the customer process for all verticals to synchronize the team and improve their efficiency.
TRAINING OFFER FOR POSTSALES
OXO CONNECT
TRAINING OFFER FOR POSTSALES
OXO CONNECT R4.0 FOR NEWCOMERS

UP TO ACFE LEVEL IN ELEARNING

OXO Connect | ACFE
---|---
OXOCTC1W3
Online MCQ

Starter
OXOCWTE300
l = 4 h
+lab DIY*

* Consider 3 days of practice in your own lab

UP TO ACFE LEVEL IN CLASS

OXO Connect | ACFE
---|---
OXOCTC1W3
Online MCQ

Starter
OXOCCTE300
C = 3 d

UP TO ACFE LEVEL IN VIRTUAL LEARNING

OXO Connect | ACFE
---|---
OXOCTC1W3
Online MCQ

Starter (Virtual)
OXOCVTE300
V = 3 d

NEW!
## Training Offer for Post-Sales

**OxO Connect R4.0 for Newcomers**

### Starter Level

<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OxOCWTE300</td>
<td>I=4h +lab DIY*</td>
<td>Starter</td>
</tr>
</tbody>
</table>

### Advanced Level

<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OxOCCTE300</td>
<td>C=3d</td>
<td>Starter</td>
</tr>
<tr>
<td>OxOCCTE301</td>
<td>C=5d</td>
<td>Advanced</td>
</tr>
</tbody>
</table>

### Tap-Lab OxO Connect

<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OxOCTA0A2</td>
<td>C=2d</td>
<td>Tap-Lab OxO Connect</td>
</tr>
</tbody>
</table>

### Acse Level

- **OxOCVTEN0**
  - Or: **OxOCVTEN0** (V=5d)
  - Or: **OxOCVTEN0** (V=3d)

### Considerations

- Consider 3 days of practice in your own lab.

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* * Consider 3 days of practice in your own lab
TRAINING OFFER FOR POSTSALES
OXO CONNECT FOR EXPERIENCED

**ACFE level**
- OXO Connect

or

**ACSE level**
- OXO Connect

<table>
<thead>
<tr>
<th>Course Description</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>OXO Connect R3.2 to R4 Update</td>
<td>40 min</td>
</tr>
<tr>
<td>OXO Connect R3.0 to R3.2 Update</td>
<td>1h30</td>
</tr>
<tr>
<td>OXO Connect R2.2 to R3.0 Update</td>
<td>1 h</td>
</tr>
</tbody>
</table>

*lab DIY*

* Consider 1 to 2 days for testing the new features in your own lab

ACFE & ACSE certification renewal embedded in the course

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**PREREQUISITES**

- OXO Connect

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June 20

Alcatel-Lucent Enterprise
TRAINING OFFER FOR POSTSALES

OXO CONNECT ADDED VALUE

**PREREQUISITES**

ACFE level
OXO Connect

or

OXO Connect Call Center
OXOCXTE107

or

OXO Connect Call Center
OXOCXTE107

or

OXO Connect SIP Trunking - Workshop
OXOCCTE210

Available in French only

ACSE level
OXO Connect
OMNIPCX ENTERPRISE
TRAINING OFFER FOR POSTSALES
OMNIPCX ENTERPRISE FOR NEWCOMERS

**OmniPCX Enterprise Starter**
- **ENTPTC1W2**
- Online MCQ
- **C= 5 d**

**OmniPCX Enterprise**
- **ACFE**
- **ENTPTC1W2**
- Online MCQ

**OmniPCX Enterprise Starter (Virtual)**
- **ENTPVTE300**
- **V= 5 d**

UP TO ACFE LEVEL
IN CLASS

UP TO ACFE LEVEL
IN VIRTUAL LEARNING

or
## Training Offer for PostSales

**OmniPCX Enterprise for Newcomers**

### Up to ACSE Level

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td><strong>OmniPCX Enterprise</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ENTPT2C11</strong></td>
<td></td>
</tr>
<tr>
<td>Class exam</td>
<td></td>
</tr>
<tr>
<td>Tap Lab OmniPCX Enterprise</td>
<td></td>
</tr>
<tr>
<td><strong>ENTPTA0A11</strong></td>
<td></td>
</tr>
<tr>
<td>C = 2 days</td>
<td></td>
</tr>
<tr>
<td><strong>Multisite &amp; Network</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ENTPCTE303</strong></td>
<td></td>
</tr>
<tr>
<td>C = 5 days</td>
<td></td>
</tr>
<tr>
<td><strong>IP/SIP (Virtual)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ENTPVTE302</strong></td>
<td></td>
</tr>
<tr>
<td>V = 3 days</td>
<td></td>
</tr>
<tr>
<td><strong>IP/SIP</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ENTPCTE302</strong></td>
<td></td>
</tr>
<tr>
<td>C = 3 days</td>
<td></td>
</tr>
<tr>
<td><strong>CPU loading</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ENTPCTE301</strong></td>
<td></td>
</tr>
<tr>
<td>C = 2 days</td>
<td></td>
</tr>
<tr>
<td><strong>OmniPCX Enterprise Starter (Virtual)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ENTPVTE300</strong></td>
<td></td>
</tr>
<tr>
<td>V = 5 days</td>
<td></td>
</tr>
<tr>
<td><strong>OmniPCX Enterprise Starter</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ENTPCTE300</strong></td>
<td></td>
</tr>
<tr>
<td>C = 5 days</td>
<td></td>
</tr>
</tbody>
</table>

*NEW!*
TRAINING OFFER FOR POSTSALES
OMNIPCX ENTERPRISE FOR EXPERIENCED

ACFE & ACSE certification renewal embedded in the course

OmniPCX Enterprise Evolution from R12.3.1 to R12.4
ENTPWTE129
I= 1 h
+lab DIY*
* Consider 1 to 2 days for testing the new features in your own lab

OmniPCX Enterprise Evolution from R12.2 to R12.3.1
ENTPWTE128
I= 1 h
+lab DIY*
* Consider 1 to 2 days for testing the new features in your own lab

OmniPCX Enterprise Evolution from R12.1 to R12.2
ENTPWTE127
I= 2h45
+lab DIY*
* Consider 2 to 3 days for testing the new features in your own lab

ACFE level
OmniPCX enterprise

or

ACSE level
OmniPCX Enterprise

PREREQUISITES
TRAINING OFFER FOR POSTSALES
OMNIPCX ENTERPRISE ADDED VALUE

OmniPCX Enterprise SIP Trunking
- OmniPCX Enterprise SIP trunking - workshop
  ENTPCTE322
  C=2d
  Available in French only

OmniPCX Enterprise Native Encryption
- OmniPCX Enterprise Native Encryption
  ENTPCTE320
  C=3d

DECT
- DECT Lone Worker Mode (BGR 112-139 standard)
  DECTWTE001
  I= 1h50

OpenTouch Session Border Controller
- OpenTouch Session Border Controller - Workshop
  OPENCTE016
  C=3d
  Learn how to deploy and configure OpenTouch SBC for SIP trunking

ACSE level
OmniPCX Enterprise

ACFE level
OmniPCX enterprise
Many companies both inside and outside the Call Center world have a growing need to record transactions, especially in activities requiring law and regulations compliance. This is particularly relevant in financial services, utilities, healthcare, education, hospitality and public safety organizations. OmniPCX Record suite is the solution to answer such business cases.
TRAINING OFFER FOR POSTSALES
OPENTOUCH NOTIFICATION SERVICE

Learn quickly and at your own pace online how to install this solution!

The Alcatel-Lucent OpenTouch Notification Service (OTNS) is the perfect solution for small and medium-sized enterprises as it provides a flexible, easy-to-install alarm and notification system with a native integration to the Alcatel-Lucent OmniPCX Enterprise and OXO Connect.

OTNS improves incident awareness and helps protect efficiently enterprise professionals and customers from injury or danger.

**PREREQUISITES**

**FREE**

OpenTouch Notification Service  
OTNSWTE001  
I = 2.5 h

+ Possibility to book 2 days of remote labs for self-practice

ACFE level  
O XO Connect

or

ACFE level  
OmniPCX enterprise
TRAINING OFFER FOR POSTSALES
VISUAL NOTIFICATION ASSISTANT

Learn quickly and at your own pace online how to configure this solution!

The Alcatel-Lucent Visual Notification Assistant provides a simple and flexible, easy-to-install, intuitive notification system. It is an ideal solution for enterprises across all industries.

ACFE level
OmniPCX enterprise
TRAINING OFFER FOR POSTSALES
RAINBOW FOR OXO CONNECT

Learn and practice in a tutored classroom with the help of a seasoned instructor

- Rainbow OXO Connect workshop RAINCTE001
  - C = 1 d

- Rainbow OXO Connect RAINWTE010
  - I = 1h
  - FREE

- ACFE Level
  - OXO Connect

Automatic ACFE certification after course completion, only for ACFE/ACSE certified on OXO Connect

Self-study online and self-practice
Mandatory prerequisite for the workshop
TRAINING OFFER FOR POSTSALES
RAINBOW FOR OMNIPCX ENTERPRISE

Learn and practice in a CLASSROOM with the help of a seasoned instructor

Rainbow OmniPCX Enterprise workshop RAINCTE002
C = 1 d
FREE
Rainbow OmniPCX Enterprise RAINWTE020
I = 1.5 h
Self-study online and self-practice Mandatory prerequisite for the workshop

Learn and practice in a VIRTUAL CLASSROOM with the help of a seasoned instructor

Rainbow OmniPCX Enterprise workshop (Virtual) RAINYTE002
V = 1 d
FREE
Rainbow OmniPCX Enterprise RAINWTE002
I = 1.5 h
Self-study online and self-practice Mandatory prerequisite for the workshop

Automatic ACFE certification after course completion, only for ACFE/ACSE certified on OmniPCX Enterprise or OpenTouch

ACFE Level
OmniPCX enterprise

PREREQUISITES

June 20
TRAINING OFFER FOR POSTSALES
OPENTOUCH FOR NEWCOMERS

UP TO ACFE LEVEL

<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>OpenTouch</td>
<td>ACFE</td>
</tr>
<tr>
<td>OPENTC1W2 (Online MCQ)</td>
<td>C=5 d</td>
</tr>
<tr>
<td>OpenTouch Starter (Virtual)</td>
<td>V=5 d</td>
</tr>
<tr>
<td>OPENVTE300</td>
<td></td>
</tr>
<tr>
<td>OpenTouch Advanced (Virtual)</td>
<td>V=4 d</td>
</tr>
<tr>
<td>OPENVTE301</td>
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</table>

UP TO ACSE LEVEL

<table>
<thead>
<tr>
<th>Course</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>OpenTouch</td>
<td>ACSE</td>
</tr>
<tr>
<td>OPENTC2C5 (Class exam)</td>
<td>C=2 d</td>
</tr>
<tr>
<td>TAP LAB OpenTouch (Virtual)</td>
<td>C=2 d</td>
</tr>
<tr>
<td>OPENTADA2</td>
<td></td>
</tr>
<tr>
<td>OpenTouch Advanced</td>
<td>C=4 d</td>
</tr>
<tr>
<td>OPENTE301 (Virtual)</td>
<td>V=4 d</td>
</tr>
<tr>
<td>OPENVTE300</td>
<td></td>
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<tr>
<td>or</td>
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<tr>
<td>OpenTouch Advanced (Virtual)</td>
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<td>OPENVTE300</td>
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<td>or</td>
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<tr>
<td>OpenTouch Starter (Virtual)</td>
<td>V=5 d</td>
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<tr>
<td>OPENVTE300</td>
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<tr>
<td>or</td>
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</tr>
<tr>
<td>OpenTouch Starter</td>
<td>C=5 d</td>
</tr>
<tr>
<td>OPENVTE300</td>
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</tr>
</tbody>
</table>

PREREQUISITES

- OmniPCX Enterprise
TRAINING OFFER FOR POSTSALES
OPENTOUCH FOR EXPERIENCED

ACFE & ACSE certification renewal embedded in the course

OpenTouch Evolution from R2.4 to R2.5
OPENWTE238
I= 40 min

OpenTouch Evolution from R2.3.1 to R2.4
OPENWTE237
I= 30 min

FREE

ACFE level
OpenTouch

or

ACSE level
OpenTouch
TRAINING OFFER FOR POSTSALES

OPEN TOUCH ADDED VALUE

Mobility & Remote worker

Mobility & Remote worker
OPENXTE225

ACFE level
OpenTouch
TRAINING OFFER FOR POSTSALES
OPENTOUCH MESSAGE CENTER & OPENTOUCH FAX CENTER

PREREQUISITES

ACFE level
OmniPCX Enterprise

OpenTouch Message Center

- OpenTouch Message Center Starter
  OTMCXTE200

- Online MCQ

OpenTouch Fax Center

- OpenTouch Fax Center Starter
  OTFCXTE200

- Online MCQ
# TRAINING OFFER FOR POSTSALES

## OPENTOUCH ENTERPRISE CLOUD

**ACSE certified**
- **OpenTouch**

**PREREQUISITES**
- OpenTouch Enterprise Cloud
- OTECTC2W1
- Online MCQ

**OTTTECCTC2W1 certification token included**

### Certification Details
- **OTECTC2W1**
  - Certification Type: CSE
  - Duration: 5 days

---

**Notes:**
- This training offer includes a certification token for OTECTC2W1.

---

**Alcatel-Lucent Enterprise**
OMNIVISTA 8770
TRAINING OFFER FOR POSTSALES
OMNIVISTA 8770 FOR NEWCOMERS

UP TO ACFE LEVEL

OmniVista 8770  ACFE
8770TC1W2
Online MCQ

Network management  8770CTE200  C= 5 d
or
Network management (Virtual)  8770VTE200  V= 5 d

UP TO ACSE LEVEL

OmniVista 8770  ACSE
8770TC2C2
Class exam

OmniVista 8770 TAP-Lab  8770CTA0A1  C= 1 d

Directory administration (Virtual)  8770VTE202  V= 3 d
or
Directory administration  8770CTE202  C= 3 d

Accounting performance and reporting (Virtual)  8770VTE201  V= 5 d
or
Accounting performance and reporting  8770CTE201  C= 5 d

Directory administration (Virtual)  8770VTE200  V= 5 d
or
Network management  8770CTE200  C= 5 d

ACFE level
OmniPCX Enterprise

PREQUISITES

OmniVista 8770
8770CTA0A1
Network management
8770CTE200
Network management (Virtual)
8770VTE200
Accounting performance and reporting
8770CTE201
Directory administration (Virtual)
8770VTE202
Directory administration
8770CTE202
Network management
8770CTE200
OmniVista 8770
TRAINING OFFER FOR POSTSALES
OMNIVISTA 8770 FOR EXPERIENCED

ACFE level
OmniVista 8770

or

ACSE level
OmniVista 8770

**FREE**

**ACFE & ACSE certification renewal embedded in the course**

- **Evolution from R3.2.8 to R4.0**
  - **OmniVista 8770**
  - **I= 15 min**
  - 8770WTE235

- **Evolution from R4.0 to R4.1**
  - **OmniVista 8770**
  - **I= 50 min**
  - 8770WTE236

- **Evolution from R4.1 to R4.2**
  - **OmniVista 8770**
  - **I= 22 min**
  - 8770WTE237
OMNITOUCH CONTACT CENTERS
## PREREQUISITES

**TRAINING OFFER FOR POSTSALES**

**OMNITOUCH CONTACT CENTER SE FOR NEWCOMERS**

### UP to ACFE LEVEL

<table>
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<tr>
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<td>OTCC SE</td>
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<td>OTCCTE900</td>
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<tr>
<td>OTCC SE</td>
<td>Advanced</td>
<td>5 days</td>
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<td>OTCCTE901</td>
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<td>ACFE</td>
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### UP TO ACSE LEVEL

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<td>OTCCTE902</td>
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<td>OTCC SE TAP</td>
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<td>OTCCTE901</td>
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<tr>
<td>Starter</td>
<td>3 days</td>
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<tr>
<td>OTCCTE900</td>
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</table>

**ACFE level**

OmniPCX Enterprise

ACSE
TRAINING OFFER FOR POSTSALES
OMNITOUCH CONTACT CENTER SE FOR EXPERIENCED

ACFE & ACSE certification renewal embedded in the course

OmniTouch Contact Center SE Evolution from R10.5 to R10.8
OTCCWTE001
I= 40 min

OmniTouch Contact Center SE Evolution from R10.8 to R10.10
OTCCWTE002
I= 30 min

ACFE level
OmniTouch Contact Center SE

or

ACSE level
OmniTouch Contact Center SE

FREE
OPENTOUCH CUSTOMER SERVICE
The Postsales training courses and certifications are managed and delivered by our Altitude Partner.

Please consult their website for information and access Altitude University Knowledge Hub for courses and certifications registration and ordering. For any question you can also contact them directly.

A new process has been implemented for automatic certification recognition with Postsales certifications equivalences (ACFE OTCS <-> ACP System Administrator and ACSE OTCS <-> ACP Solutions Developer):

- The ACFE OTCS is issued when an individual has passed the certification “ACP System Administrator” and reciprocally.
- The ACSE OTCS is issued when individual has passed the certification “ACP Solutions Developer” and reciprocally.
TRAINING OFFER FOR POSTSALES

ALTITUDE UCI TRAINING TRACK

ACP SYSTEM ADMINISTRATOR

TARGET AUDIENCE
- Technical operations, IT and professional services

SKILLS
- Best industry practices for contact center management
- Advanced skills to install, maintain, operate and administrate Altitude solutions
- Set up, configure and support day-to-day operations

BENEFITS
- Improved ability to profit and deliver more with Altitude solutions
- Quick improvements to the solution
- Easier and faster to adjust operations to market trends and needs
- Certification increases business value and reputation

Alcatel-Lucent Enterprise
TRAINING OFFER FOR POSTSALES
ALTITUDE UCI TRAINING TRACK

ACP SOLUTIONS DEVELOPER

TARGET AUDIENCE
- Application support / development or professional services

SKILLS
- Best industry practices for contact center management
- Altitude Scripting Studio advanced skills
- Develop complex agent, IVR and routing scripts
- Integrate 3rd party applications

BENEFITS
- Improved ability to profit and deliver more with Altitude solutions
- Faster (in-house) development and deployment
- Complex scripting done in-house
- Better understanding of the solution’s capabilities allows for optimization
- Certification increases business value and reputation

[Diagram showing course outlines and certification exams]
TRAINING OFFER FOR POSTSALES

OTCS AND OXE INTERCONNECTION

PREREQUISITES

- ACFE level
- OmniPCX Enterprise

OTCS and OXE interconnection
OTCSWTE820

1= 6 h
HOSPITALITY SOLUTION
TRAINING OFFER FOR POSTSALES
HOSPITALITY SOLUTION

Hospitality Solution

ACSE

HOSPTC2W1
Online MCQ

Hospitality Solution

C= 4 d

C= 5 d

OmniPCX Enterprise Starter
ENTPCTE300

NEW!

or

OmniPCX Enterprise Starter (Virtual)
ENTPVTE300

C= 5 d

V= 5 d
TRAINING OFFER FOR ADMINISTRATORS
TRAINING OFFER FOR ADMINISTRATORS

OMNIPCX ENTERPRISE

Courses

- OmniPCX Enterprise Administration Starter
  ENTPCAD100
  C= 4 d

  OR

- OmniPCX Enterprise Administration Starter
  (Virtual)
  ENTPVAD100
  V= 4 d

  NEW!

- OmniPCX Enterprise Administration advanced
  ENTPCAD101
  C= 5 d

eBooks

- OmniPCX Enterprise Administration advanced
  ENTPXAD101

- OmniPCX Enterprise Administration Starter
  ENTPXAD100

NEW!
TRAINING OFFER FOR ADMINISTRATORS

OPENTOUCH

Course

OpenTouch Administration OPENCAD300
C = 5 d

eBook

OpenTouch Administration eBook OPENXAD300

PREREQUISITES

OmniPCX Enterprise Administration Starter ENTPCAD100
C = 4 d
TRAINING OFFER FOR ADMINISTRATORS
OMNIVISTA 8770

Courses

- Directory administration 8770CTE202 C= 3 d
- Accounting performance and reporting 8770CTE201 C= 5 d
- Network management 8770CTE200 C= 5 d

eBooks

- Directory administration eBook 8770XTE202
- Accounting performance and reporting eBook 8770XTE201
- Network management eBook 8770XTE200

PREREQUISITES

OmniPCX Enterprise Administration Starter ENTPCAD100 C= 4 d
TRAINING OFFER FOR ADMINISTRATORS
OMNITOUCH CONTACT CENTER STANDARD EDITION

Courses

- Advanced
  - OTCCTE901
  - C = 5 d

- Starter
  - OTCCTE900
  - C = 3 d

eBooks

- Advanced eBook
  - OTCCXTE901

- Starter eBook
  - OTCCXTE900

PREREQUISITES

OmniPCX Enterprise Administration Starter
ENTPCAD100

C = 4 d
CONTACT US

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