

PRESENTATION OF TRAINING TRACKS






FOR COMMUNICATIONS, CLOUD & VERTICALS

JANUARY 12, 2021

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

CAPTION

Job Function	Training course	Description (including audience)	Associated Certification	Logos
—	<div style="border: 1px solid orange; padding: 5px;"> Course Name Reference I=x h C=x d V=x d </div>	Value Added course, not included in any certification program	—	—
POSTSALES	<div style="border: 1px solid blue; padding: 5px;"> Course Name Reference I=x h C=x d V=x d </div>	Training course for expert engineers in charge of complex configurations, installation & remote service support	ACSE Alcatel-Lucent Enterprise Certified System Expert	
	<div style="border: 1px solid cyan; padding: 5px;"> Course Name Reference I=x h C=x d V=x d </div>	Training course for field engineers in charge of advanced configurations, installation and service support	ACFE Alcatel-Lucent Enterprise Certified Field Expert	
PRESALES	<div style="border: 1px solid red; padding: 5px;"> Course Name Reference I=x h C=x d V=x d </div>	Training course for presales engineers who design large/complex networking projects	ACPS Alcatel-Lucent Enterprise Certified Presales	
	<div style="border: 1px solid purple; padding: 5px;"> Course Name Reference I=x h C=x d V=x d </div>	Training course for presales engineers who design standalone projects	AQPS Alcatel-Lucent Enterprise Qualified Presales	
SALES	<div style="border: 1px solid green; padding: 5px;"> Course Name Reference I=x h C=x d V=x d </div>	Training course for sales representatives who sell Alcatel-Lucent Enterprise products and solutions	ACSR Alcatel-Lucent Enterprise Certified Sales Representative	
ADMINISTRATORS	<div style="border: 1px solid gray; padding: 5px;"> Course Name Reference I=x h C=x d V=x j </div>	Training course for administrators who are responsible for system, network, operation, maintenance and administration	—	—

I = xh Individual learning, in hours






C= xd Classroom learning, in days

V= xh Virtual learning, in hours

CAPTION

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: 

ANNUAL LEARNING SUBSCRIPTION

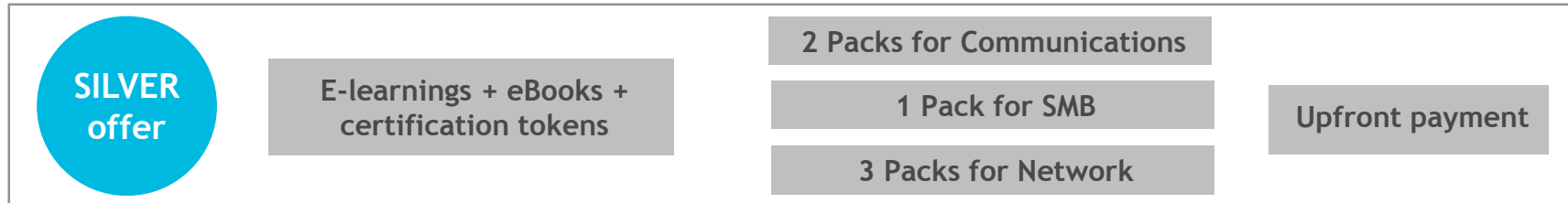
OUR SOLUTION

ANNUAL LEARNING SUBSCRIPTION (ALS)

Training 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



SILVER PACKS FOR COMMUNICATIONS

Part Number	Designation and Scope of the offer	WPL Price
COMMSTE001	<p>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:</p> <ul style="list-style-type: none"> - OXO Connect - OpenTouch, - OpenTouch Message Center, OpenTouch Fax Center - OmniPCX Enterprise - DECT - OmniPCX Record - OmniVista 8770 - OmniTouch Contact Center Standard Edition - Hospitality solution 	<p>1500 € 1725 \$</p>
OPENSTE001	<p>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:</p> <ul style="list-style-type: none"> - OpenTouch - OpenTouch Message Center, OpenTouch Fax Center - OmniPCX Enterprise - DECT - OmniPCX Record - OmniVista 8770 - Hospitality solution 	<p>750 € 862,5 \$</p>

SILVER PACKS FOR SMB

Part Number	Designation and Scope of the Offer	WPL Price
SMB0STE001	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: <ul style="list-style-type: none">- OXO Connect- LAN/WLAN for SMB including OmniAccess Stellar WLAN	350 € 402.5 \$

TRAINING OFFER FOR SALES

TRAINING OFFER FOR SALES ON COMMUNICATIONS

FREE

COMMUNICATIONS

NEW!

Pegasus Online Training COMMWSA002 **ACSR**
I=25 min

Rainbow CPaaS - Online Training RAINWSA020 **I= 28 min**

Enterprise Communications Starter - Online Training ENTPSWA015 **ACSR**
I=45 min

Rainbow - Online Training RAINWSA003 **ACSR**
I= 60 min

OXO Connect - Online Training OXOCWSA004 **ACSR**
I=60 min

OpenTouch - Online Training OPENWSA005 **ACSR**
I=34 min

Fleet Dashboard Tutorial - Online Training COMMWSA001 **I= 15 min**

SERVICES

Solution Premier Service - Online Training SERVWSA003 **ACSR**
I=30 min

VERTICALS

ALE Strategic Verticals Overview - Online Training VERTWSA001 **ACSR**
I= 45 min

Government - Online Training GOVTWSA001 **ACSR**
I= 38 min

Healthcare - Online Training HEALWSA002 **ACSR**
I= 90 min

Education - Online Training EDUCWSA003 **ACSR**
I= 36 min

Transportation - Online Training TRANWSA003 **ACSR**
I= 33 min

Hospitality - Online Training y HOSPWSA004 **ACSR**
I=100 min

CLOUD

Access to the Cloud Applications (NoD, OTEC, PaLM) on the Business Store - Online Training CLDOWSA001 **I= 10 min**

OpenTouch Enterprise Cloud for SMB and MLE - Online Training OTECWSA001 **ACSR**
I= 60 min

Training courses involved in ACSR certification ^{DE} Optional Training courses not involved in certification program Available languages EN FR DE ES

TRAINING OFFER FOR PRESALES

TRAINING OFFER FOR PRESALES RAINBOW

FREE



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

Rainbow CPaaS Presales
- Online Training
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 Presales
- Online Training
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

FREE



OXO Connect

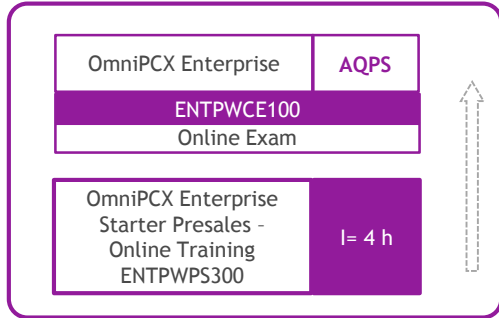
OXO Connect Presales - Online Training OXOCWPS001	I= 4h15
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FREE

TRAINING OFFER FOR PRESALES OPENTOUCH MLE FOR NEWCOMERS

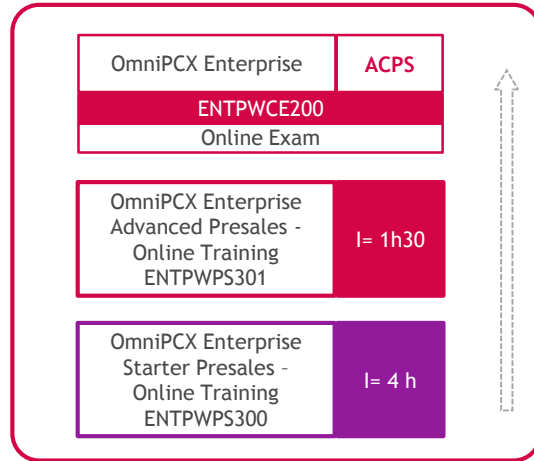


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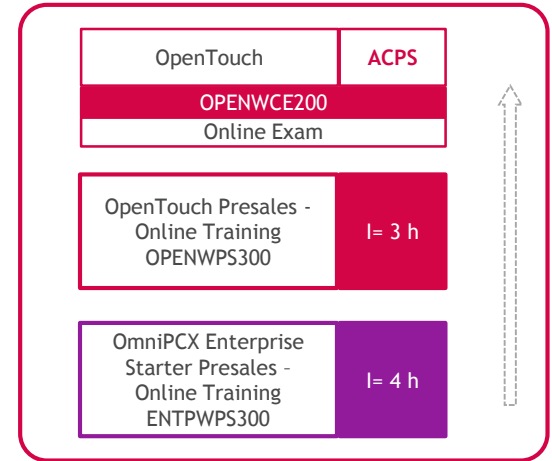
ENTPWPS300

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



OPENWPS300

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

TRAINING OFFER FOR PRESALES OPENTOUCH MLE FOR EXPERIENCED

FREE



OpenTouch for experienced

OpenTouch R2.5 to R2.6
Update Presales -
Online Training
OPENWPS236 | I= 30 min

ACPS OpenTouch
renewal embedded
in the course

OpenTouch R2.4 to R2.5
Update Presales -
Online Training
OPENWPS235 | I= 40 min

OpenTouch R2.3.1 to
R2.4 Update Presales -
Online Training
OPENWPS234 | I= 0,5 h

ACPS level
OpenTouch

OmniPCX Enterprise for experienced

OmniPCX Enterprise
R12.3.1 to R12.4 Update
Presales -
Online Training
ENTPWPS126 | I= 45 min

ACPS & ACPS
OmniPCX Enterprise
renewal embedded
in the course

OmniPCX Enterprise
R12.2 to R12.3
.1 Update Presales -
Online Training
ENTPWPS125 | I= 2h30

OmniPCX Enterprise
R12.1 to R12.2 Update
Presales -
Online Training
ENTPWPS124 | I= 1 h

AQPS level
OmniPCX Enterprise

ACPS level
OmniPCX Enterprise

PREREQUISITES

PREREQUISITES

TRAINING OFFER FOR PRESALES CONTACT CENTERS

FREE



OmniTouch Contact Center Standard Edition

OmniTouch Contact Center SE	ACPS
OTCCWCE200	
Online Exam	

OmniTouch Contact Center SE Presales - Online Training OTCCWPS001	I= 3h
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OpenTouch Customer Service

OpenTouch Customer Service	ACPS
OTCSWCE200	
Online Exam	

OpenTouch Customer Service Presale - Online Training OTCSWPS001	I= 4h
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PREREQUISITES

AQPS level
OmniPCX Enterprise

TRAINING OFFER FOR PRESALES HOSPITALITY SOLUTION

FREE



Hospitality Solution for MLE

MLE Communications for Hospitality	ACPS
HOSPWCE200	
Online Exam	

Hospitality Presales - Online Training	I= 2,5 h
HOSPWPS001	



PREREQUISITES

AQPS level
OmniPCX Enterprise

FREE

TRAINING OFFER FOR PRESALES

OMNIPCX RECORD



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

OmniPCX Record Presales - Online Training ORECWPS001	I= 1,5 h
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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.

PREREQUISITES

AQPS level
OmniPCX Enterprise

TRAINING OFFER FOR PRESALES VISUAL AUTOMATED ATTENDANT

FREE



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

Visual Automated
Attendant Presales -
Online Training
VSAAWPS001 | = 30 min

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.

PREREQUISITES

AQPS level
OmniPCX Enterprise

FREE

TRAINING OFFER FOR PRESALES VISUAL NOTIFICATION ASSISTANT



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

Visual Notification Assistant Presales - Online Training VNAOWPS001 | = 60 min

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.

PREREQUISITES

AQPS level
OmniPCX Enterprise

FREE

TRAINING OFFER FOR PRESALES

OPENTOUCH NOTIFICATION SERVICE



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

OpenTouch Notification Service Presales - Online Training OTNSWPS001	l= 1.5 h
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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.

PREREQUISITES

AQPS level
OmniPCX Enterprise

FREE

TRAINING OFFER FOR PRESALES EMERGENCY NOTIFICATION SERVER



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

Emergency Notification Server Presales - Online Training ENS0WPS001	= 50 min
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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

PREREQUISITES

AQPS level
OmniPCX Enterprise

TRAINING OFFER FOR POSTSALES



OXO CONNECT

TRAINING OFFER FOR POSTSALES OXO CONNECT FOR NEWCOMERS



UP TO ACFE LEVEL ONLINE TRAINING

OXO Connect	ACFE
OXOCWCE300	
Online Exam	

OXO Connect Starter - Online Training OXOCWTE300	I= 4 h +lab DIY*
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* Consider 3 days of
practice in your own lab

or

UP TO ACFE LEVEL CLASSROOM TRAINING

OXO Connect	ACFE
OXOCWCE300	
Online Exam	

OXO Connect Starter - Classroom Training OXOCCTE300	C= 3 d
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or

UP TO ACFE LEVEL VIRTUAL TRAINING

OXO Connect	ACFE
OXOCWCE300	
Online Exam	

OXO Connect Starter - Virtual Training OXOCVTE300	V= 3 d
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TRAINING OFFER FOR POSTSALES OXO CONNECT FOR NEWCOMERS



UP TO ACSE LEVEL

OXO Connect	ACSE
OXOCCE400	
Classroom Exam	

or

OXO Connect	ACSE
OXOCVCE400	
Virtual Exam	

OXO Connect - Classroom TAP-Lab OXOCCTA001	C= 2 d
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or

OXO Connect - Virtual TAP-Lab OXOCVTA001	V= 2 d
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OXO Connect Advanced - Classroom Training OXOCCTE301	C= 5 d
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or

OXO Connect Advanced - Virtual Training OXOCVTE301	V= 5 d
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OXO Connect Starter - Online Training OXOCWTE300	I= 4 h +lab DIY*
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or

OXO Connect Starter - Classroom Training OXOCCTE300	C= 3 d
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or

OXO Connect Starter - Virtual Training OXOCVTE300	V= 3 d
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* Consider 3 days of practice in your own lab



TRAINING OFFER FOR POSTSALES

OXO CONNECT FOR EXPERIENCED



OXO Connect R3.2 to R4
Update - Online Training
OXOCWTE005 | = 40 min

ACFE & ACSE certification renewal
embedded in the course

OXO Connect R3.0 to
R3.2 Update -
Online Training
OXOCWTE004 | = 1h30

OXO Connect
R2.2 to R3.0 Update -
Online Training
OXOCWTE003 | = 1 h
+lab DIY*

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

PREREQUISITES

ACFE level
OXO Connect

or




ACSE level
OXO Connect



TRAINING OFFER FOR POSTSALES

OXO CONNECT ADDED VALUE



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 OXO Connect Call Center - Classroom Training OXOCCTE107	C=2d	or	 OXO Connect Call Center - eBook OXOCXTE107	
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 OXO Connect SIP Trunking - Virtual Workshop OXOCVTE210	V=2d	or	 OXO Connect SIP Trunking - Classroom Workshop OXOCCTE210	C=2d
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PREREQUISITES

ACFE level
OXO Connect

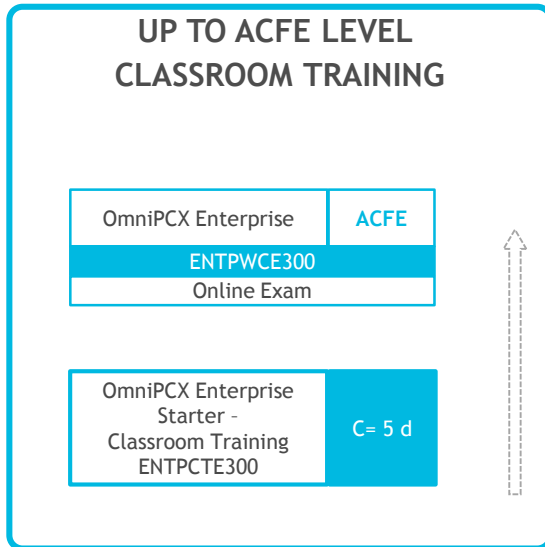
PREREQUISITES

ACSE level
OXO Connect

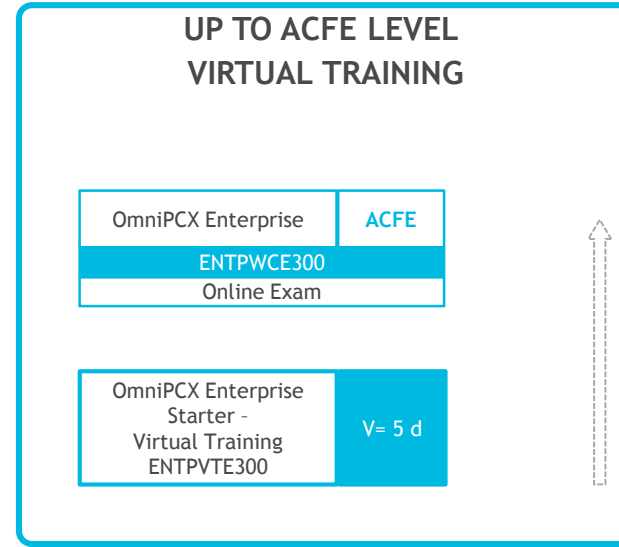


OMNIPCX ENTERPRISE

TRAINING OFFER FOR POSTSALES OMNIPCX ENTERPRISE FOR NEWCOMERS



or



TRAINING OFFER FOR POSTSALES OMNIPCX ENTERPRISE FOR NEWCOMERS



UP TO ACSE LEVEL

OmniPCX Enterprise	ACSE
ENTPVCE400	
Virtual Exam	

or

OmniPCX Enterprise	ACSE
ENTPCCE400	
Classroom Exam	

OmniPCX Enterprise - Virtual TAP-Lab ENTPVTA001	V= 2 d
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or

OmniPCX Enterprise - Classroom TAP-Lab ENTPCTA001	C= 2 d
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OmniPCX Enterprise Multisite & Network - Virtual Training ENTPVTE303	V= 5 d
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or

OmniPCX Enterprise Multisite & Network - Classroom Training ENTPCTE303	C= 5 d
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OmniPCX Enterprise IP/SIP - Virtual Training ENTPVTE302	V= 3 d
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or

OmniPCX Enterprise IP/SIP - Classroom Training ENTPCTE302	C= 3 d
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OmniPCX Enterprise CPU Loading - Virtual Training ENTPVTE301	V= 2 d
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or

OmniPCX Enterprise CPU Loading - Classroom Training ENTPCTE301	C= 2 d
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OmniPCX Enterprise Starter - Virtual Training ENTPVTE300	V= 5 d
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or

OmniPCX Enterprise Starter - Classroom Training ENTPCTE300	C= 5 d
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TRAINING OFFER FOR POSTSALES OMNIPCX ENTERPRISE FOR EXPERIENCED



ACFE & ACSE certification renewal
embedded in the course

OmnIPCX Enterprise
R12.3.1 to R12.4 Update
- Online Training
ENTPWTE129

I= 1 h
+lab DIY*

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

OmnIPCX Enterprise
R12.2 to R12.3.1 Update
- Online Training
ENTPWTE128

I= 1 h
+lab DIY*

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

OmnIPCX Enterprise
R12.1 to R12.2 Update -
Online Training
ENTPWTE127

I= 2h45
+lab DIY*

* Consider 2 to 3 days for testing
the new features in your own lab

PREREQUISITES

ACFE level
OmnIPCX enterprise

or

ACSE level
OmnIPCX Enterprise

TRAINING OFFER FOR POSTSALES

OMNIPCX ENTERPRISE ADDED VALUE

OmniPCX Enterprise SIP Trunking



OmniPCX Enterprise SIP Trunking - Classroom Workshop ENTPTCE322 **C=2d**

OR



OmniPCX Enterprise SIP Trunking - Virtual Workshop ENTPVTE322 **V=2d**

Available in English & French only

OpenTouch Session Border Controller



OpenTouch Session Border Controller - Classroom Workshop OPENCTE016 **C=3d**

Learn how to deploy and configure OpenTouch SBC for SIP trunking

PREREQUISITES

ACSE level
OmniPCX Enterprise

DECT




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



8378 DECT IP-xBS & 8379 IBS - Classroom Training DECTCTE200 **C= 2 d**



8340 IP DECT - eBook DECTXTTE100 

PREREQUISITES

ACFE level
OmniPCX enterprise

OmniPCX Enterprise Native Encryption



OmniPCX Enterprise Native Encryption - Virtual Training ENTPVTE320 **V=3d** 



OR




OmniPCX Enterprise Native Encryption - Classroom Training ENTPCTE320 **C=3d**

TRAINING OFFER FOR POSTSALES OMNIPCX RECORD



 OmniPCX Record Installation & Deployment - Online training - ORECWTE100 I= 4 h 

or

 OmniPCX Record Installation & Configuration - Classroom Workshop - ORECCTE100 C= 5 d

online course + practice on your own demo-lab system

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.

PREREQUISITES

ACFE level
OmniPCX enterprise

FREE

TRAINING OFFER FOR POSTSALES OPENTOUCH NOTIFICATION SERVICE



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

OpenTouch Notification Service - Online Training
OTNSWTE001

I= 2.5 h

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

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

ACFE level
OXO Connect

or

ACFE level
OmniPCX enterprise

FREE

TRAINING OFFER FOR POSTSALES VISUAL NOTIFICATION ASSISTANT



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

Visual Notification Assistant - Online Training VNAOWTE001	I= 60 min
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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.

PREREQUISITES

ACFE level
OmniPCX enterprise



RAINBOW

TRAINING OFFER FOR POSTSALES

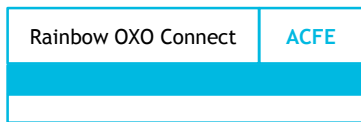
RAINBOW FOR OXO CONNECT



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

Rainbow OXO Connect -
Classroom Workshop
RAINCTE001 C = 1 d

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



FREE

Rainbow OXO Connect -
Online Training
RAINWTE011 I = 1 h



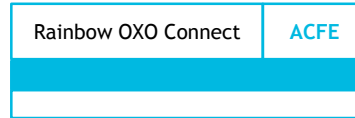
Self-study online and self-practice

Mandatory prerequisite for the workshop

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

Rainbow OXO Connect -
Virtual Workshop
RAINVTE001 V = 1 d

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



FREE

Rainbow OXO Connect -
Online Training
RAINWTE011 I = 1 h



Self-study online and self-practice

Mandatory prerequisite for the workshop

OR

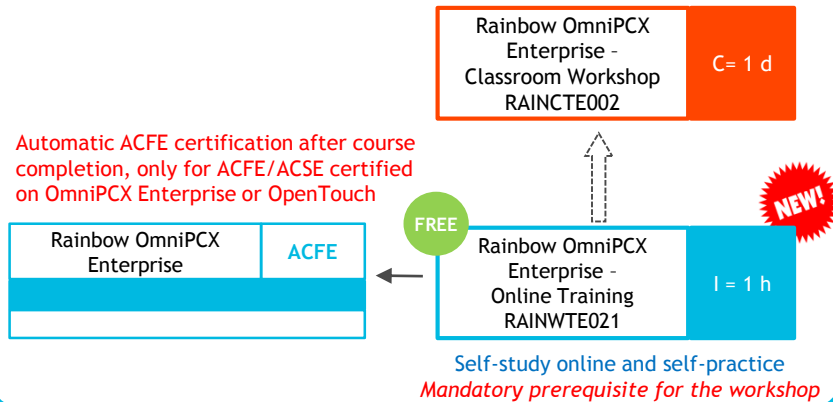
PREREQUISITES

ACFE Level
OmniPCX enterprise

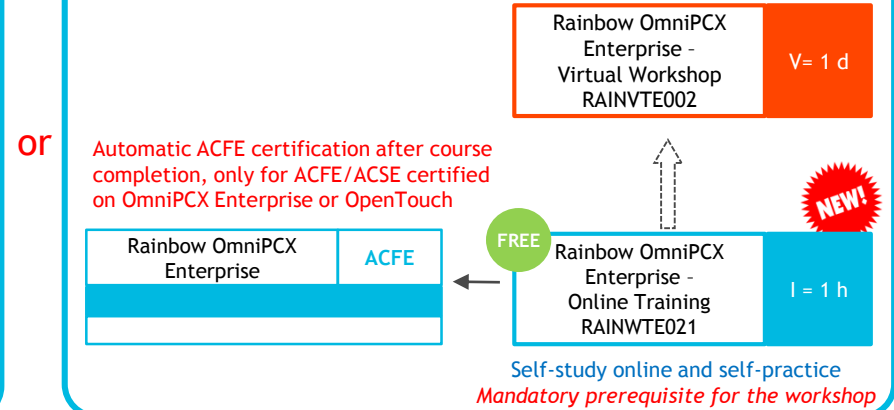
TRAINING OFFER FOR POSTSALES RAINBOW FOR OMNIPCX ENTERPRISE



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



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



OR

ACFE Level
OmniPCX enterprise

PREREQUISITES



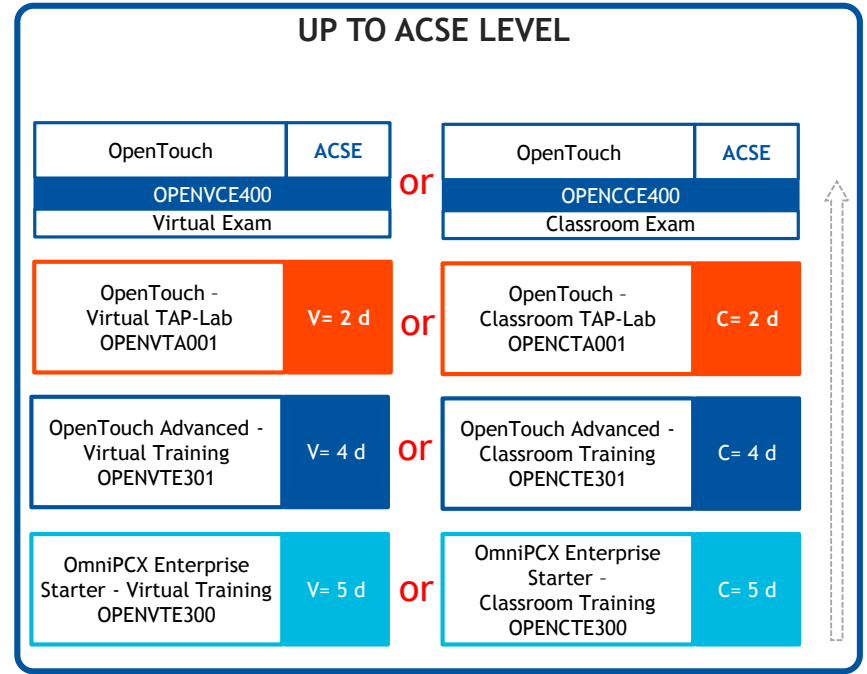
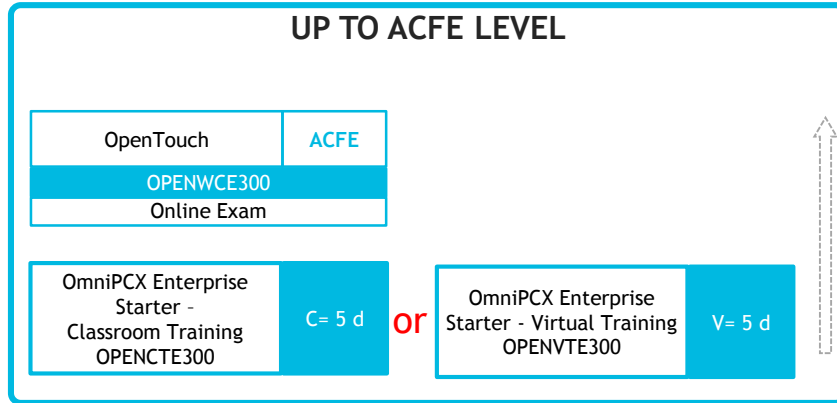
OPENTOUCH

TRAINING OFFER FOR POSTSALES

OPENTOUCH FOR NEWCOMERS



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PREREQUISITES

ACFE level
OmniPCX Enterprise

TRAINING OFFER FOR POSTSALES

OPENTOUCH FOR EXPERIENCED

FREE



ACFE & ACSE certification
renewal embedded in the course

OpenTouch R2.5 to R2.6
Update - Online Training
OPENWTE239

I= 30 min

OpenTouch R2.4 to R2.5
Update - Online Training
OPENWTE238

I= 40 min

OpenTouch R2.3.1 to
R2.4 Update -
Online Training
OPENWTE237

I= 30 min

PREREQUISITES

ACFE level
OpenTouch

or

ACSE level
OpenTouch

TRAINING OFFER FOR POSTSALES

OPENTOUCH ADDED VALUE



Mobility & Remote worker

OpenTouch Mobility &
Remote Worker - Ebook
OPENXTE225



ACFE level
OpenTouch


PREREQUISITES



TRAINING OFFER FOR POSTSALES


OPENTOUCH MESSAGE CENTER & OPENTOUCH FAX CENTER




OpenTouch Message Center



 OpenTouch Message Center	ACFE
OTMCWCE300	
Online Exam	


 OpenTouch Message Center Starter - eBook OTMCXTE200	
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OpenTouch Fax Center

 OpenTouch Fax Center	ACFE
OTFCWCE300	
Online Exam	

 OpenTouch Fax Center Starter - eBook OTFCXTE200	
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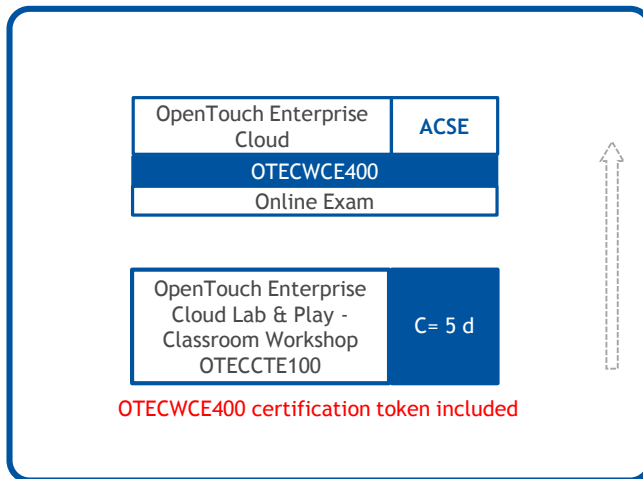


PREREQUISITES

ACFE level
OmniPCX Enterprise

TRAINING OFFER FOR POSTSALES

OPENTOUCH ENTERPRISE CLOUD



OTECWCE400 certification token included

PREREQUISITES

ACSE certified
OpenTouch



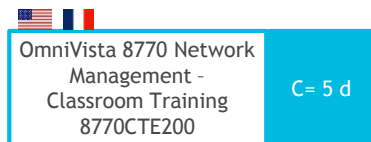
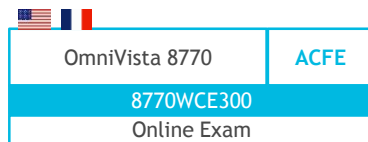
OMNIVISTA 8770

TRAINING OFFER FOR POSTSALES

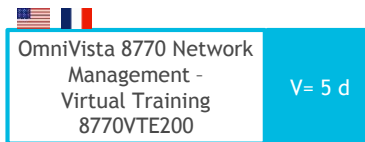
OMNIVISTA 8770 FOR NEWCOMERS



UP TO ACFE LEVEL



or



PREREQUISITES

ACFE level
OmniPCX Enterprise

TRAINING OFFER FOR POSTSALES

OMNIVISTA 8770 FOR NEWCOMERS



PREREQUISITES

ACFE level
OmniPCX Enterprise

FREE

TRAINING OFFER FOR POSTSALES

OMNIVISTA 8770 FOR EXPERIENCED



OmniVista 8770 R4.1 to R4.2 Update - Online Training 8770WTE237	I= 22 min	ACFE & ACSE certification renewal embedded in the course
OmniVista 8770 R4.0 to R4.1 Update - Online Training 8770WTE236	I= 50 min	
OmniVista 8770 R3.2.8 to R4.0 Update - Online Training 8770WTE235	I= 15 min	

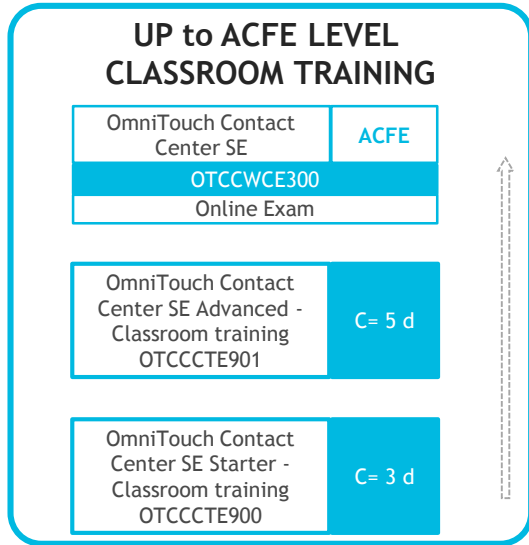
PREREQUISITES

ACFE level OmniVista 8770 or ACSE level OmniVista 8770

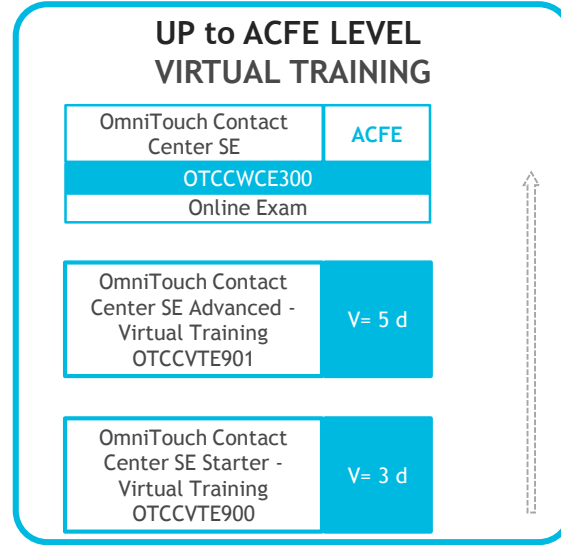


OMNITOUCH CONTACT CENTER

TRAINING OFFER FOR POSTSALES OMNITOUCH CONTACT CENTER SE FOR NEWCOMERS



OR



PREREQUISITES

ACFE level
OmniPCX Enterprise

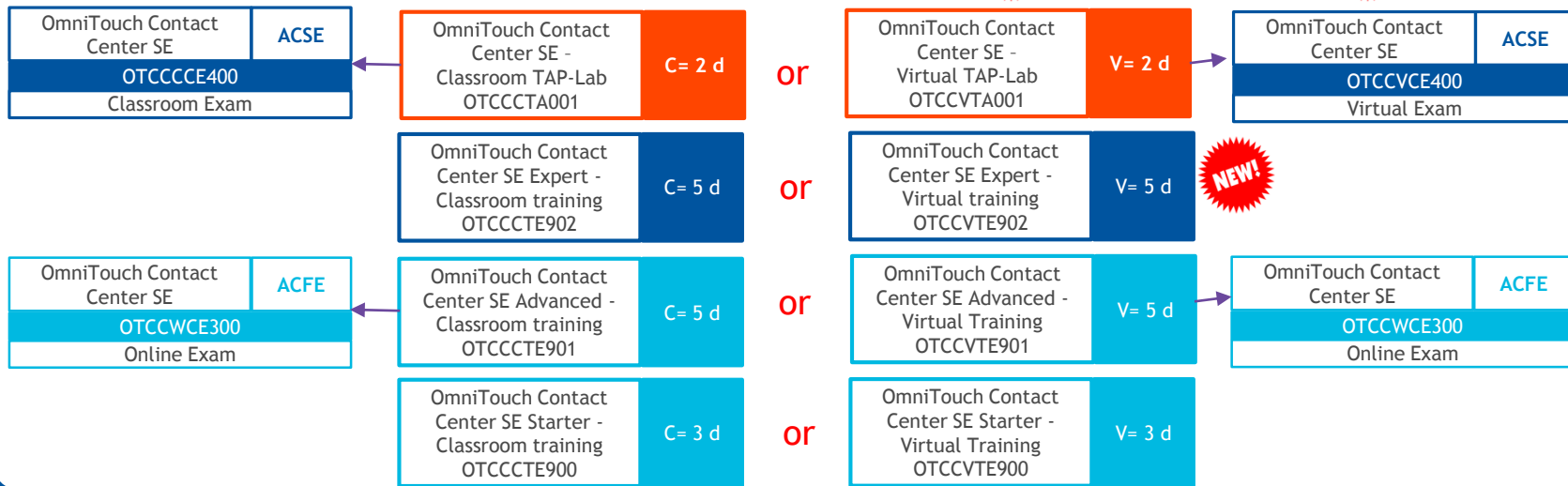
TRAINING OFFER FOR POSTSALES

OMNITOUCH CONTACT CENTER SE FOR NEWCOMERS

UP TO ACSE LEVEL

NEW!

NEW!



ACFE level
OmniPCX Enterprise

PREREQUISITES

FREE

TRAINING OFFER FOR POSTSALES

OMNITOUCH CONTACT CENTER SE FOR EXPERIENCED



ACFE & ACSE certification renewal embedded in the course

OmniTouch Contact Center SE R10.8 to R10.11 Update - Online Training OTCCWTE002	I= 36 min
OmniTouch Contact Center SE R10.5 to R10.8 Update - Online Training OTCCWTE001	I= 40 min

PREREQUISITES

ACFE level
OmniTouch Contact Center SE

or

ACSE level
OmniTouch Contact Center SE



OPENTOUCH CUSTOMER SERVICE

TRAINING OFFER FOR POSTSALES

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 Learning 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

C820
Contact Center
Management
Course

E820 Certification Exam

C825
System
Administration
Course

E825 Certification Exam



ACP System
Administrator

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



ACP Solutions Developer

FREE

TRAINING OFFER FOR POSTSALES OTCS AND OXE INTERCONNECTION



OpenTouch Customer Service OTCS and OXE interconnection - Online Training - OTCSWTE820 | = 6 h

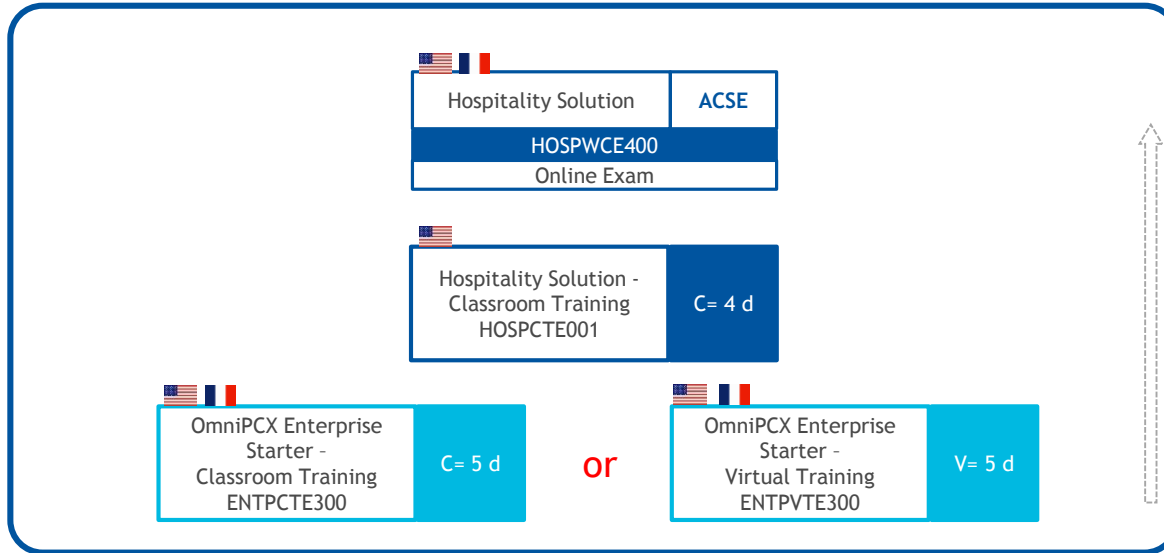
PREREQUISITES

ACFE level
OmniPCX Enterprise



HOSPITALITY SOLUTION

TRAINING OFFER FOR POSTSALES HOSPITALITY SOLUTION



TRAINING OFFER FOR ADMINISTRATORS

TRAINING OFFER FOR ADMINISTRATORS


OMNIPCX ENTERPRISE



Courses


OmniPCX Enterprise
Administration advanced
- Classroom Training
ENTPCAD101 C= 5 d

or




OmniPCX Enterprise
Administration advanced
- Virtual Training
ENTPVAD101 V= 5 d


OmniPCX Enterprise
Administration starter -
Classroom Training
ENTPCAD100 C= 4 d

or


OmniPCX Enterprise
Administration starter -
Virtual Training
ENTPVAD100 V= 4 d

eBooks


OmniPCX Enterprise
Administration advanced
- eBook
ENTPXAD101 


OmniPCX Enterprise
Administration Starter -
eBook
ENTPXAD100 

TRAINING OFFER FOR ADMINISTRATORS

OPENTOUCH




Course

OpenTouch
Administration -
Classroom Training
OPENCAD300

C = 5 d

eBook

OpenTouch
Administration - eBook
OPENXAD300



PREREQUISITES

OmniPCX Enterprise
Administration starter -
Classroom Training
ENTPCAD100


C = 4 d

TRAINING OFFER FOR ADMINISTRATORS


OMNIVISTA 8770



Courses


 OmniVista 8770
Directory Administration
- Virtual Training
8770VTE202 V= 3 d


or

 OmniVista 8770
Directory Administration
- Classroom Training
8770CTE202 C= 3 d


 OmniVista 8770
Accounting/Performance
and Reporting -
Virtual Training
8770VTE201 V= 5 d

or



 OmniVista 8770
Accounting/Performance
and Reporting -
Classroom Training
8770CTE201 C= 5 d



 OmniVista 8770 Network
Management -
Virtual Training
8770VTE200 V= 5 d



or

 OmniVista 8770 Network
Management -
Classroom Training
8770CTE200 C= 5 d

eBooks

 OmniVista 8770
Directory Administration
- eBook
8770XTE202 

 OmniVista 8770
Accounting/Performance
and Reporting - eBook
8770XTE201 

 OmniVista 8770 Network
Management - eBook
8770XTE200 

PREREQUISITES

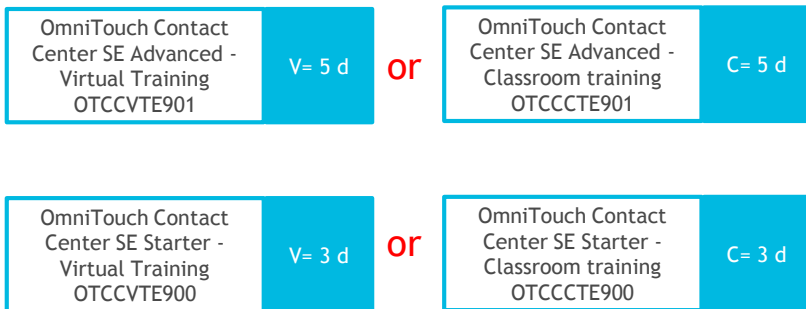
OmniPCX Enterprise
Administration starter -
Classroom Training
ENTPCAD100 C= 4 d

TRAINING OFFER FOR ADMINISTRATORS

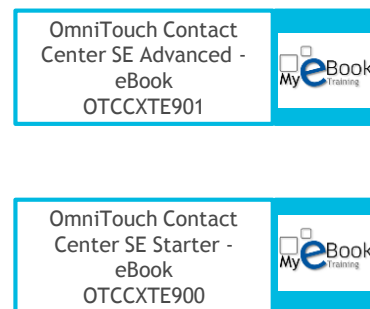
OMNITOUCH CONTACT CENTER STANDARD EDITION



Courses



eBooks



PREREQUISITES

OmniPCX Enterprise Administration starter - Classroom Training
ENTPCAD100
C= 4 d

C O N T A C T U S



WEBSITE

www.al-enterprise.com

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