








# Presentation of training tracks for COMMUNICATIONS, CLOUD & VERTICALS

December 12, 2018

# Agenda

1. Annual Learning Subscription
  2. Training offer for SALES
  3. Training offer for PRESALES
  4. Training offer for POSTSALES
    - OXO Connect
    - OmniPCX Enterprise
    - Rainbow
    - OpenTouch
    - OpenTouch Message Center & OpenTouch Fax Center
    - OpenTouch Enterprise Cloud & OpenTouch Personal Cloud
    - OmniVista 8770 NMS
    - OmniTouch Contact Center Standard Edition
    - OpenTouch Customer Service
    - Hospitality solution
  5. Training offer for ADMINISTRATORS
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# Caption

Job Function	Training course	Description (including audience)	Associated Certification	Logos
—	<div style="border: 1px solid orange; padding: 5px; display: inline-block;"> <b>Course Name Reference</b> </div> <span style="font-size: small; color: red; margin-left: 10px;">I=x h C=x d V=x d</span>	Value Added course, not included in any certification program	—	—
<b>POSTSALES</b>	<div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <b>Course Name Reference</b> </div> <span style="font-size: small; color: blue; margin-left: 10px;">I=x h C=x d V=x d</span>	Training course for expert engineers in charge of complex configurations, installation & remote service support	<b>ACSE</b> Alcatel-Lucent Enterprise Certified System Expert	
	<div style="border: 1px solid cyan; padding: 5px; display: inline-block;"> <b>Course Name Reference</b> </div> <span style="font-size: small; color: cyan; margin-left: 10px;">I=x h C=x d V=x d</span>	Training course for field engineers in charge of advanced configurations, installation and service support	<b>ACFE</b> Alcatel-Lucent Enterprise Certified Field Expert	
<b>PRESALES</b>	<div style="border: 1px solid magenta; padding: 5px; display: inline-block;"> <b>Course Name Reference</b> </div> <span style="font-size: small; color: magenta; margin-left: 10px;">I=x h C=x d V=x d</span>	Training course for presales engineers who design large/complex networking projects	<b>ACPS</b> Alcatel-Lucent Enterprise Certified Presales	
	<div style="border: 1px solid purple; padding: 5px; display: inline-block;"> <b>Course Name Reference</b> </div> <span style="font-size: small; color: purple; margin-left: 10px;">I=x h C=x d V=x d</span>	Training course for presales engineers who design standalone projects	<b>AQPS</b> Alcatel-Lucent Enterprise Qualified Presales	
<b>SALES</b>	<div style="border: 1px solid green; padding: 5px; display: inline-block;"> <b>Course Name Reference</b> </div> <span style="font-size: small; color: green; margin-left: 10px;">I=x h C=x d V=x d</span>	Training course for sales representatives who sell Alcatel-Lucent Enterprise products and solutions	<b>ACSR</b> Alcatel-Lucent Enterprise Certified Sales Representative	
<b>ADMINISTRATORS</b>	<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> <b>Course Name Reference</b> </div> <span style="font-size: small; color: gray; margin-left: 10px;">I=x h C=x d V=x j</span>	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

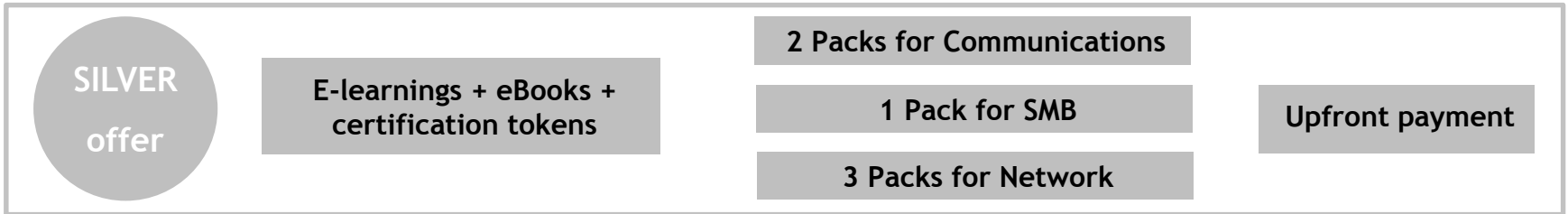
## Annual Learning Subscription (ALS)



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



# SILVER PACKS FOR COMMUNICATIONS

Part Number	Designation and Scope of the offer	WPL Price
COMMSTE001	<p><b>COMMUNICATIONS LEARNING SUBSCRIPTION - SILVER PACK</b></p> <p>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"> <li>- OXO Connect</li> <li>- OmniPCX Office RCE</li> <li>- OpenTouch,</li> <li>- OpenTouch Message Center, OpenTouch Fax Center</li> <li>- OmniPCX Enterprise</li> <li>- DECT</li> <li>- OmniPCX Record</li> <li>- OmniVista 8770</li> <li>- OmniTouch Contact Center Standard Edition</li> <li>- Hospitality solution</li> </ul>	<p>1500 € 1725 \$</p>
OPENSTE001	<p><b>OPENTOUCH &amp; OMNIPCX ENTERPRISE LEARNING SUBSCRIPTION - SILVER PACK</b></p> <p>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"> <li>- OpenTouch</li> <li>- OpenTouch Message Center, OpenTouch Fax Center</li> <li>- OmniPCX Enterprise</li> <li>- DECT</li> <li>- OmniPCX Record</li> <li>- OmniVista 8770</li> <li>- Hospitality solution</li> </ul>	<p>750 € 862,5 \$</p>

# SILVER PACKS FOR SMB

Part Number	Designation and Scope of the Offer	WPL Price
SMB0STE001	<b>COMMS AND NETWORK FOR SMB LEARNING SUBSCRIPTION - SILVER PACK</b> 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"><li>- OXO Connect</li><li>- Lan/Wlan for SMB including OmniAccess Stellar Wlan</li></ul>	350 € 402.5 \$



# SILVER PACKS FOR NETWORK

Part Number	Designation and Scope of the Offer	WPL Price
DT00STE001	<p><b>NETWORK LEARNING SUBSCRIPTION - SILVER PACK</b>            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"> <li>- OmniVista Cirrus</li> <li>- OmniAccess Stellar Wlan</li> <li>- OmniSwitch LAN</li> <li>- OmniSwitch Data Center</li> <li>- OmniVista 2500 NMS</li> <li>- OmniAccess WLAN</li> <li>- BYOD/ClearPass</li> </ul>	<p>700 € 805 \$</p>
DT00STE002	<p><b>LAN ACFE LEARNING SUBSCRIPTION - SILVER PACK</b>            Open access to all eBooks and e-learning for:</p> <ul style="list-style-type: none"> <li>- OmniVista Cirrus</li> <li>- OmniSwitch LAN + 2 online certification tokens (1 ACFE Access Switching + 1 ACFE LAN) + 1 ACSE LAN renew (for ACSE certified only)</li> </ul>	<p>360 € 414 \$</p>
DT00STE003	<p><b>WIRELESS LAN LEARNING SUBSCRIPTION - SILVER PACK</b>            Open access to all eBooks and e-learning for OmniAccess Stellar Wlan and OmniAccess Wlan (OEM) including ClearPass + 5 online certification tokens</p>	<p>360 € 414 \$</p>




## Training offer for SALES

# Training offer for SALES on COMMUNICATIONS


FREE


## SERVICES


  
 Solution Premier Service  
 SERVWSA003  
 ACSR  
 I=30 min

## COMMUNICATIONS


NEW!


  
 OpenTouch  
 OPENWSA005  
 ACSR  
 I=34 min



  
 Rainbow CPaaS  
 RAINWSA020  
 ACSR  
 I= 28 min

NEW!



  
 Enterprise Communications Starter  
 ENTPWSA013  
 ACSR  
 I=37 min



  
 Rainbow  
 RAINWSA003  
 ACSR  
 I= 37 min



  
 OXO Connect  
 OXOCWSA002  
 ACSR  
 I=57 min



  
 Contact Center Solutions  
 CC00WSA005  
 ACSR  
 I=90 min

## VERTICALS



  
 Education  
 EDUCWSA002  
 ACSR  
 I= 50 min



  
 Healthcare  
 HEALWSA002  
 ACSR  
 I= 90 min


  
 Hospitality  
 HOSPWSA003  
 ACSR  
 I=55 min


  
 Transportation  
 TRANWSA002  
 ACSR  
 I= 51 min

## CLOUD


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


  
 OpenTouch Enterprise Cloud for SMB and MLE  
 OTECWSA001  
 ACSR  
 I= 60 min

 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

FREE



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



Rainbow CPaaS RAINWPS001	I= 0,5 h
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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
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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

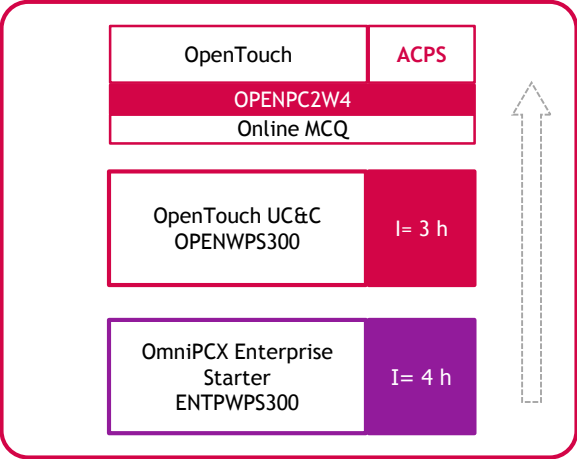
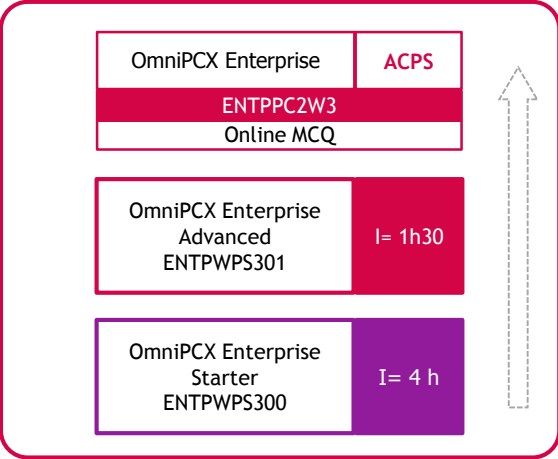
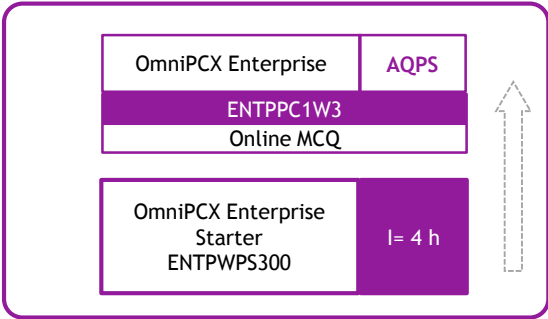
OXO Connect

OXO Connect Presales OXOCWPS001	I= 4 h
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# Training offer for PRESALES

## OpenTouch MLE for newcomers

FREE



**ENTWPS300**  
 Understand and quote the OXE Business telephony features in a mono-site configuration  
 Quote SIP Trunking

**ENTWPS301**  
 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



### OpenTouch for experienced



- OpenTouch evolution from R2.3.1 to R2.4  
OPENWPS234 | I= 0,5 h | ACPS OpenTouch renewal embedded in the course
- OpenTouch evolution from R2.2.1 to R2.3.1  
OPENWPS233 | I= 1 h | ACPS OpenTouch renewal embedded in the course



**ACPS level**  
OpenTouch

PREREQUISITES

### OmniPCX Enterprise for experienced

- OmniPCX Enterprise Evolution from R12.1 to R12.2  
ENTPWPS124 | I= 1 h | ACPS & ACPS OmniPCX Enterprise renewal embedded in the course
- OmniPCX Enterprise Evolution from R11.2.2 to R12.1  
ENTPWPS123 | I= 1,5 h | ACPS & ACPS OmniPCX Enterprise renewal embedded in the course
- OmniPCX Enterprise Evolution from R10 to R11.2.2  
ENTPWPS122 | I= 2 h



**AQPS level**  
OmniPCX Enterprise

**ACPS level**  
OmniPCX Enterprise

PREREQUISITES



# Training offer for PRESALES Contact centers

FREE



## Contact Centers Standard Edition

Contact Centers	ACPS
OTCCPC2W2	
Online MCQ	

OmniTouch Contact Center Standard Edition OTCCWPS001	I= 3h
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## OpenTouch Customer Service

OpenTouch Customer Service	ACPS
OTCSPC2W1	
Online MCQ	

OpenTouch Customer Service OTCSWPS001	I= 4h
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AQPS level  
OmniPCX Enterprise

PREREQUISITES

# Training offer for PRESALES

## *Hospitality solution*

FREE



### Hospitality Solution for SMB

Hospitality Solution for SMB HOSPWPS002	I= 1 h
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### Hospitality Solution for MLE

Hospitality Solution	ACPS
HOSPPC2W1	
Online MCQ	

↑

Hospitality Solution Design HOSPWPS001	I= 2,5 h
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PREREQUISITES

To have the basic knowledge on the OpenTouch Suite for SMB offer

PREREQUISITES

**AQPS level**  
OmniPCX Enterprise

# Training offer for PRESALES

## *OmniPCX Record*

FREE



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



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

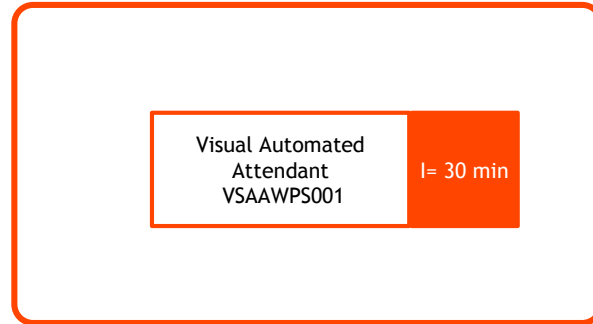
# Training offer for PRESALES

## *Visual Automated Attendant*

FREE



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



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

# Training offer for PRESALES

## *OpenTouch Notification Service*

FREE



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

OpenTouch Notification  
Service Design  
OTNSWPS001

I= 1.5 h

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

# Training offer for PRESALES

## *Emergency Notification Server*

FREE



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

Emergency Notification  
Server  
ENS0WPS001 | = 50 min

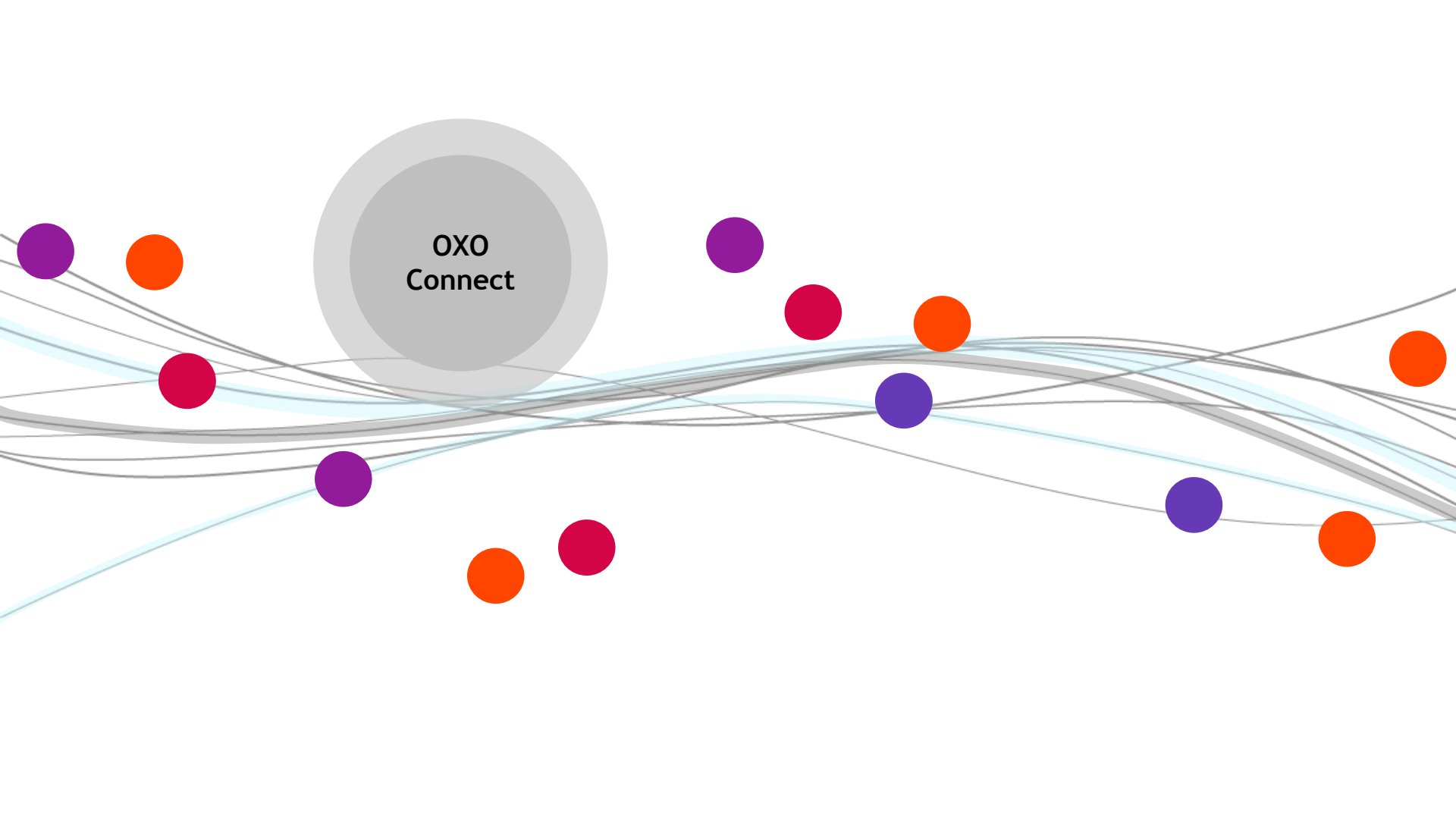
The Alcatel-Lucent Emergency Notification Server (ENS) improves customer and employee safety in both onsite and remote locations, track the crisis scenario, and provide conference to synchronize the actions. ENS can also be inserted in the customer process for all verticals to synchronize the team and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

PREREQUISITES

**AQPS level**  
OmniPCX Enterprise



## Training offer for POSTSALES

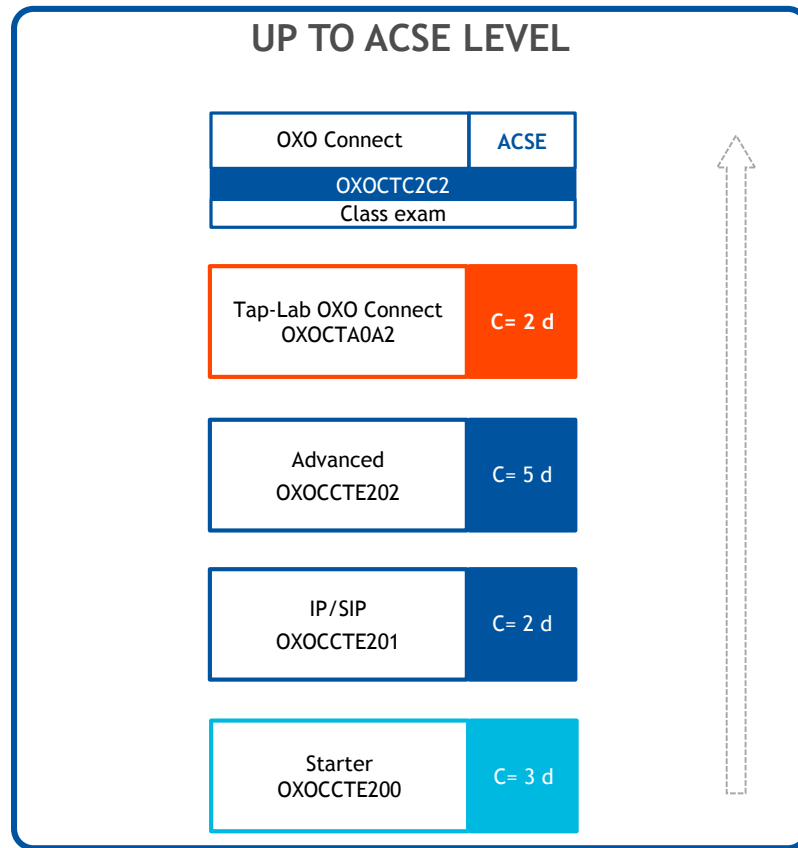
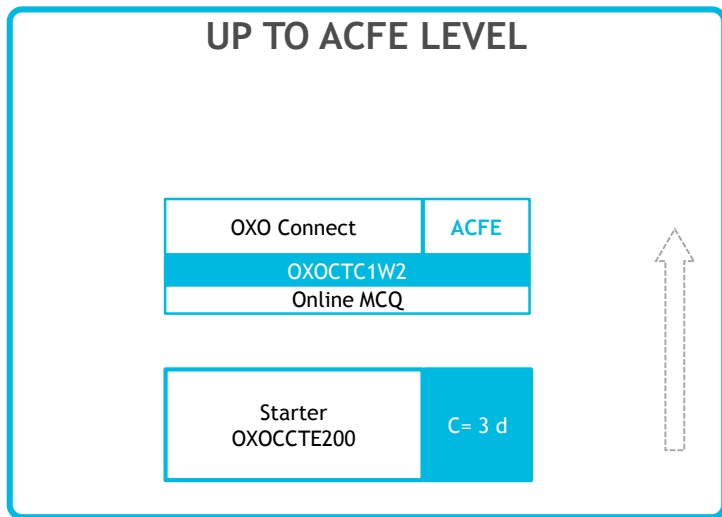
The image features a central logo consisting of two concentric circles, the inner one being a darker shade of gray. The text "OXO Connect" is centered within the inner circle. Surrounding this central element is an abstract graphic of several overlapping, wavy lines in shades of light blue and gray. Scattered across these lines are several solid-colored circles in purple, orange, red, and blue. The overall composition is clean and modern, with a white background.

OXO  
Connect



# Training offer for POSTSALES

## *OXO Connect for newcomers*



# Training offer for POSTSALES

## *OXO Connect for experienced*



ACFE & ACSE certification renewal embedded in the courses

OXO Connect R2.2 to R3.0 Update OXOCWTE003	I= 1 h +lab DIY*
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or

OXO Connect R2.2 to R3.0 Update OXOCCTE003	C = 2 d
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\* Consider 1 to 2 days for testing the new features in your own lab

OXO Connect R2.0 to R2.2 Update OXOCWTE002	I= 1 h
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ACFE & ACSE certification renewal embedded in the course

OmniPCX Office R10.3 to OXO Connect R2.0 Update OXOCWTE001	I= 1 h
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PREREQUISITES

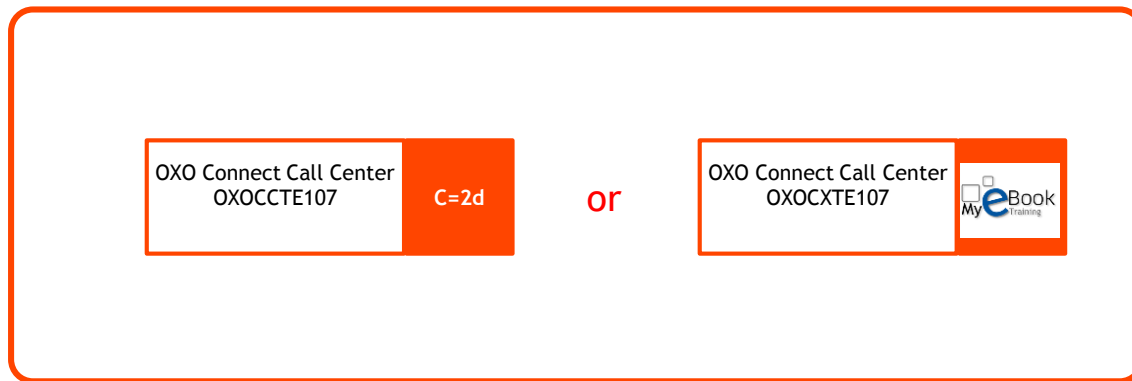
ACFE level OXO Connect or OmniPCX Office RCE
--

or

ACSE level OXO Connect or OmniPCX Office RCE
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# Training offer for POSTSALES

*OXO Connect added value*



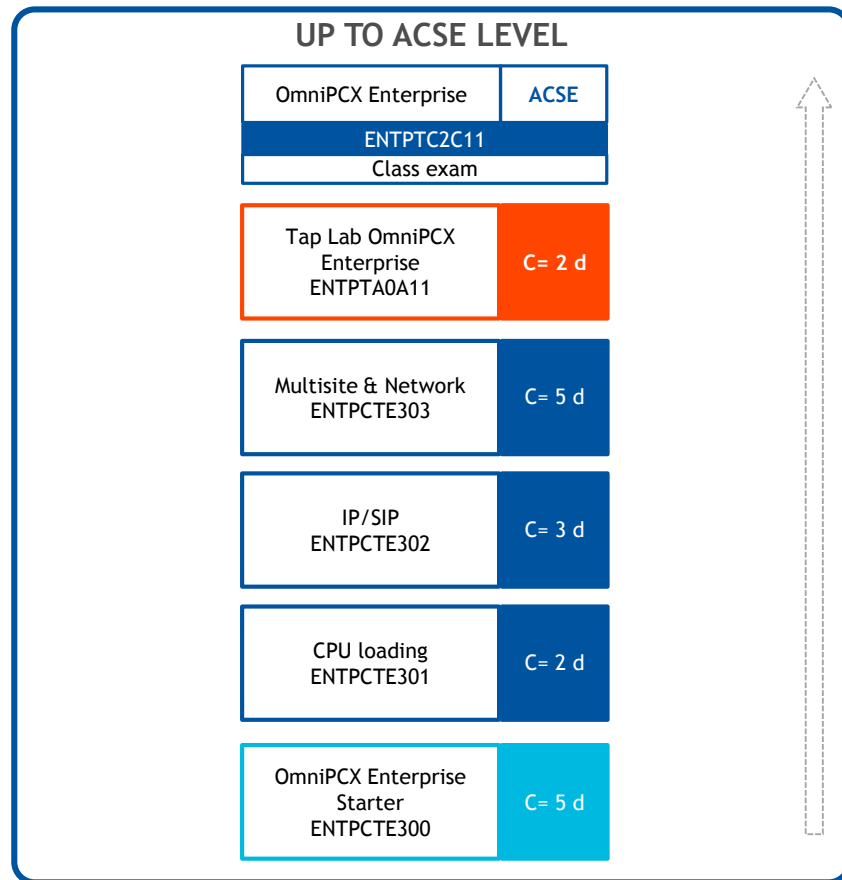
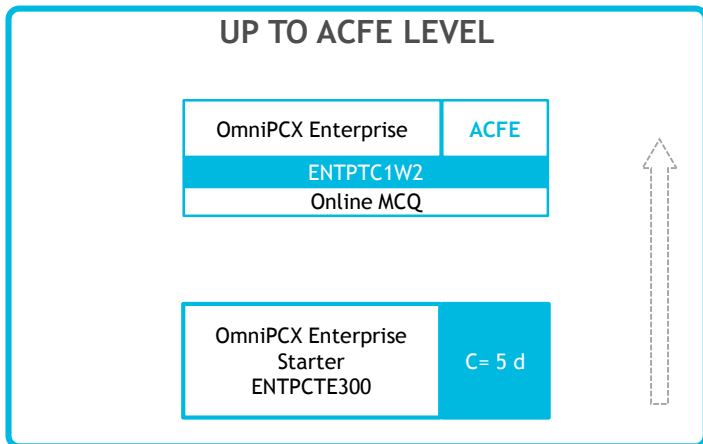
PREREQUISITES

ACFE level  
OXO Connect  
or OmniPCX Office RCE

The image features a central logo consisting of two concentric circles, the inner one being a darker shade of gray. The text "OmniPCX Enterprise" is centered within the inner circle. Surrounding the logo is an abstract graphic of several overlapping, wavy lines in shades of light blue and gray. Scattered across these lines are several solid-colored circles in purple, orange, red, and blue. The overall composition is clean and modern, with a white background.

**OmniPCX  
Enterprise**

# Training offer for POSTSALES *OmniPCX Enterprise for newcomers*



# Training offer for POSTSALES

## *OmniPCX Enterprise for experienced*



ACFE & ACSE certification renewal embedded in the course

OmniPCX Enterprise  
Evolution from  
R12.1 to R12.2  
ENTPWTE127

I= 2h45  
+lab DIY\*

or

OmniPCX Enterprise  
Evolution from  
R12.1 to R12.2  
ENTPCTE127

C= 3 d

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

OmniPCX Enterprise  
Evolution from  
R11.2.2 to R12.1  
ENTPWTE126

I= 3h

ACFE & ACSE certification renewal embedded in the course

FREE

OmniPCX Enterprise  
Evolution from  
R11.2.1 to R11.2.2  
ENTPWTE125

I= 15 min



ACFE level  
OmniPCX enterprise

or

ACSE level  
OmniPCX Enterprise

PREREQUISITES

# Training offer for POSTSALES

## *OmniPCX Enterprise added value*



Learn how to deploy and configure  
OpenTouch SBC for SIP trunking

### OpenTouch Session Border Controller

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

PREREQUISITES

**ACSE level**  
OmniPCX Enterprise

### OmniPCX Record

OmniPCX Record  
Installation &  
Configuration  
ORECWTE100 **I= 2 h**

FREE

online course + practice on  
your own demo-lab system

or

OmniPCX Record  
Installation &  
Configuration Workshop  
ORECCTE100 **C= 5 d**


PREREQUISITES

**ACFE level**  
OmniPCX enterprise

### DECT IP-XBS & IBS

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

### 8340 IP DECT

8340 IP DECT  
DECTXTE100 

# Training offer for POSTSALES

## *OpenTouch Notification Service*



FREE

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

OpenTouch Notification Service  
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





RAINBOW

# Training offer for POSTSALES

## Rainbow



Learn and practice with the help of a seasoned instructor

Rainbow OXO Connect  
workshop  
RAINCTE001

C= 1 d

*Configure Rainbow  
for OXO Connect*

Rainbow OmniPCX  
Enterprise workshop  
RAINCTE002

C= 1 d

*Configure Rainbow  
for OXE*

Self-study online at your pace and place  
and self-practice on your own  
demo-lab system

FREE

Rainbow Configuration  
RAINWTE001

I= 50 min

*Learn how to configure Rainbow  
for OXO Connect & OXE*

PREREQUISITES

ACFE level  
OXO Connect

or

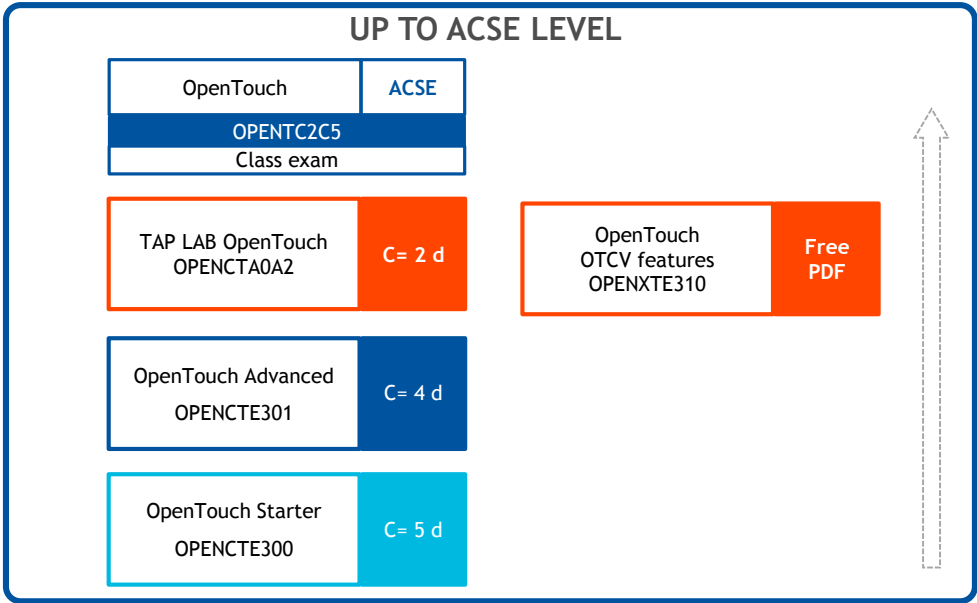
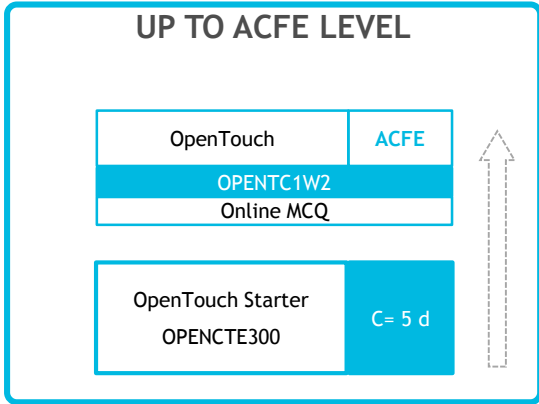
ACFE level  
OmniPCX enterprise

The image features a central logo consisting of two concentric circles, the inner one being a darker shade of gray than the outer one. The text "OpenTouch" is centered within the inner circle. Surrounding this logo is an abstract graphic composed of several thin, wavy gray lines that flow horizontally across the frame. Overlaid on these lines are several solid-colored circles in purple, orange, and magenta. A prominent light blue wavy line also runs horizontally through the middle of the composition, intersecting the gray lines and circles.

OpenTouch

# Training offer for POSTSALES

## OpenTouch for newcomers






PREREQUISITES


**ACFE level**  
OmniPCX Enterprise

# Training offer for POSTSALES

## OpenTouch for experienced



		OpenTouch Evolution from R2.3.1 to R2.4 OPENWTE237	I= 30 min	ACFE & ACSE certification renewal embedded in the course
		OpenTouch Evolution from R2.2.1 to R2.3.1 OPENWTE236	I= 75 min	ACFE & ACSE certification renewal embedded in the course
		OpenTouch Evolution from R2.2 to R2.2.1 OPENWTE235	I= 75min	



PREREQUISITES

ACFE level  
OpenTouch

or

ACSE level  
OpenTouch

# Training offer for POSTSALES

*OpenTouch added value*



Mobility & Remote worker

Mobility & Remote  
worker  
OPENXTE225



PREREQUISITES


ACFE level  
OpenTouch


# Training offer for POSTSALES



## *OpenTouch Message Center & OpenTouch Fax Center*




**OpenTouch Message Center**


 OpenTouch Message Center	<b>ACFE</b>
<b>OTMCTC1W1</b>	
Online MCQ	





 OpenTouch Message Center Starter OTMCXTE200	
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**OpenTouch Fax Center**

 OpenTouch Fax Center	<b>ACFE</b>
<b>OTFCTC1W1</b>	
Online MCQ	



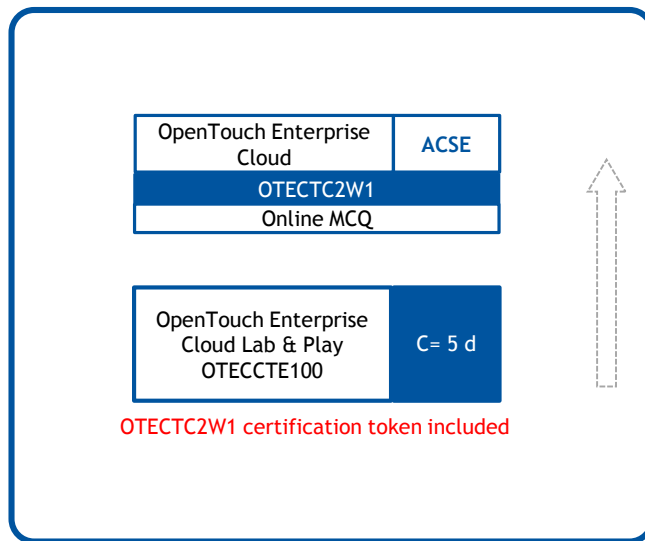
 OpenTouch Fax Center Starter OTFCXTE100	
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PREREQUISITES

**ACFE level**  
OmniPCX Enterprise

# Training offer for POSTSALES

## OpenTouch Enterprise Cloud



OTEECT2W1 certification token included

PREREQUISITES

**ACSE certified**  
OpenTouch



# Training offer for POSTSALES

## *OpenTouch Personal Cloud*



FREE

Personal Cloud Conference Apps

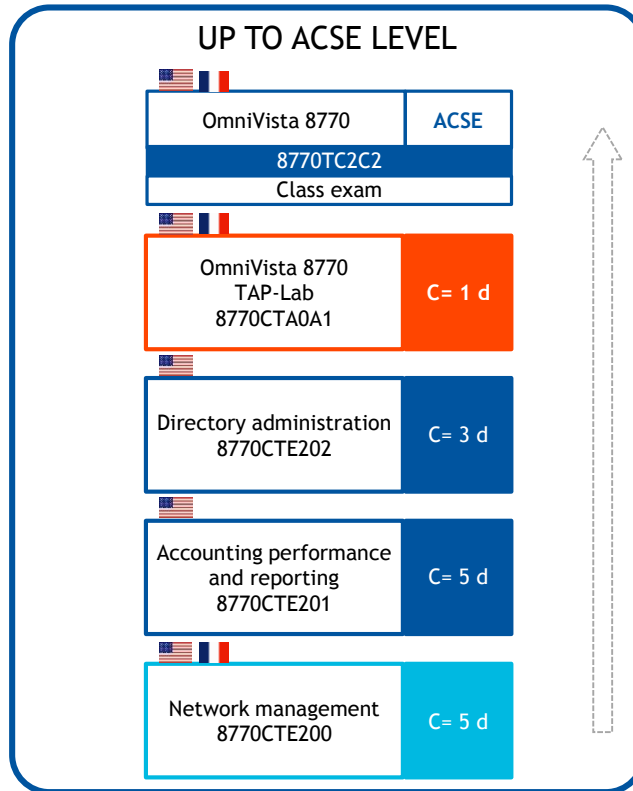
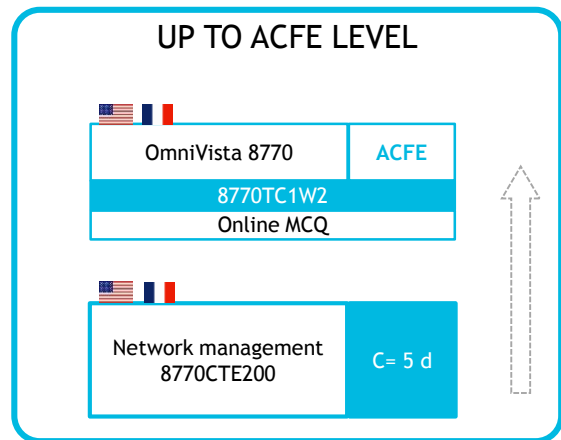
FREE	Personal Cloud Conference App OT00WTE001	I= 4 h
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ACFE certification  
embedded in the course

The image features a central logo consisting of two concentric circles, the inner one being a darker shade of gray. The text "OmniVista 8770" is centered within the inner circle. Surrounding this central element are several smaller, solid-colored circles in purple, orange, pink, and blue. The background is white and decorated with several thin, wavy lines in shades of gray and light blue, creating a sense of motion and connectivity.

**OmniVista 8770**

# Training offer for POSTSALES OmniVista 8770 for newcomers



PREREQUISITES

ACFE level  
OmniPCX Enterprise

# Training offer for POSTSALES

## *OmniVista 8770 for experienced*

FREE



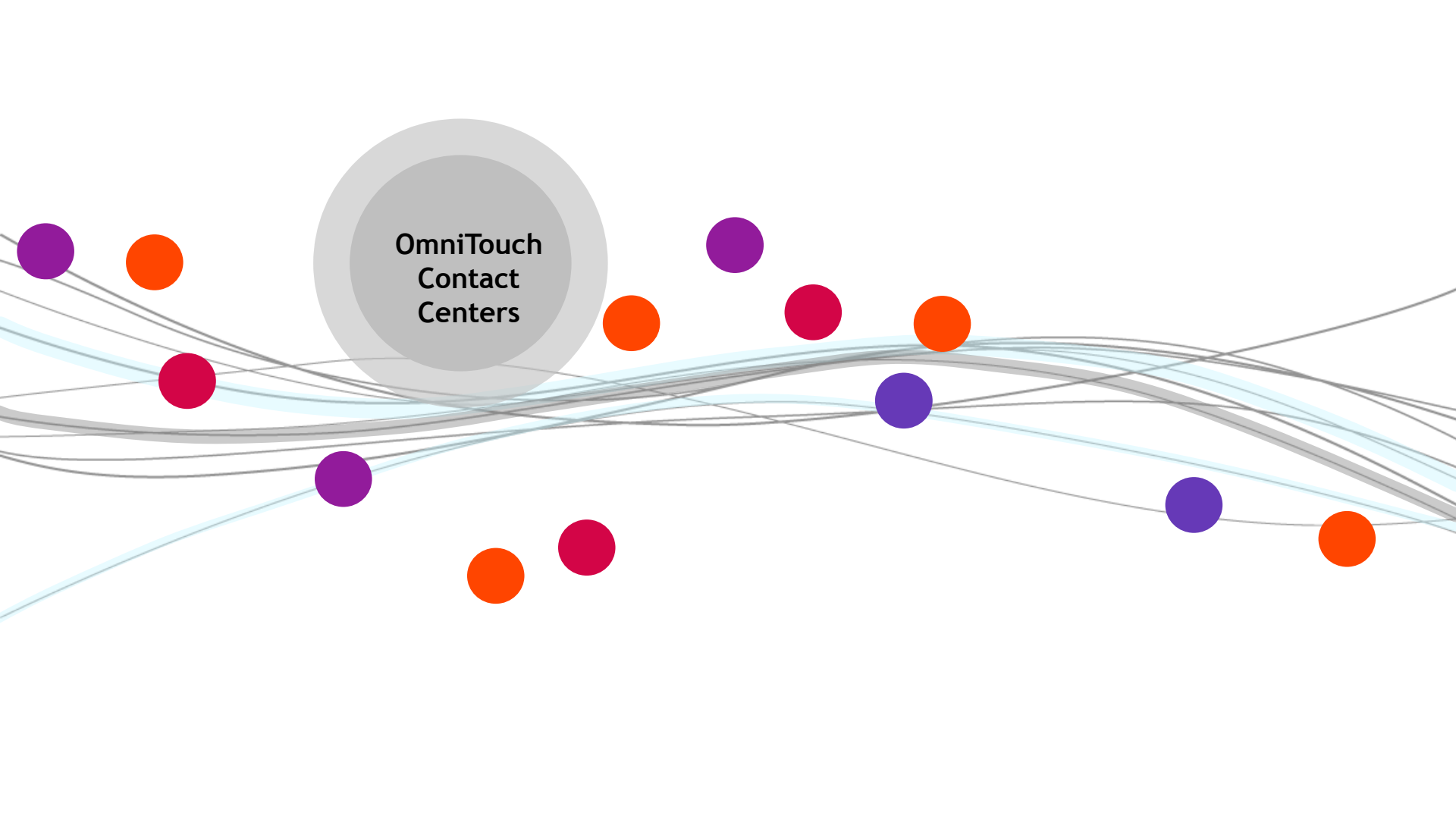
FREE	Evolution from R3.2.8 to R4.0 8770WTE235	I= 15 min	ACFE & ACSE certification renewal embedded in the course
FREE	Evolution from R3.1 to R3.2.8 8770WTE234	I= 20 min	ACFE & ACSE certification renewal embedded in the course
FREE	Evolution from R3.0 to R3.1 8770WTE233	I= 15 min	

PREREQUISITES

ACFE level  
OmniVista 8770

or

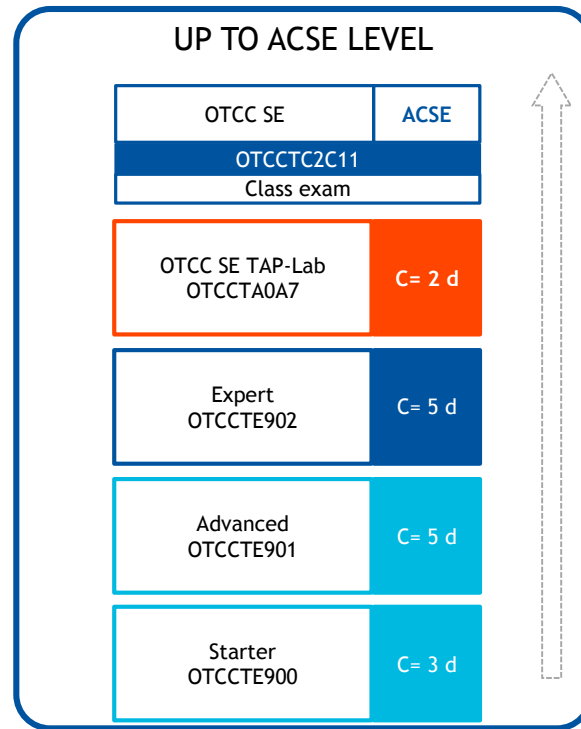
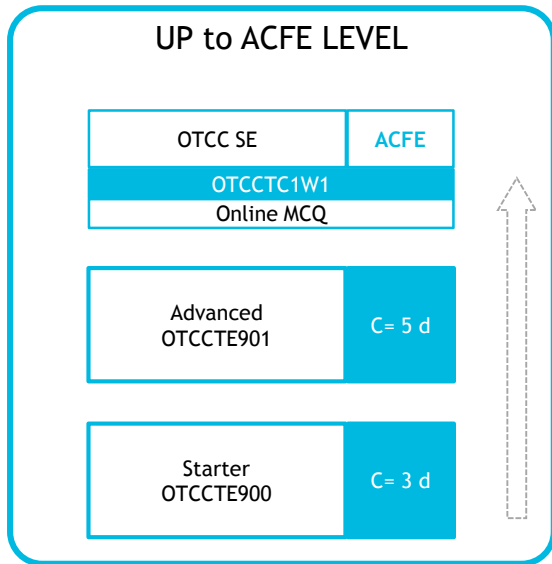
ACSE level  
OmniVista 8770

The graphic features a central grey circle with the text "OmniTouch Contact Centers" inside. This central element is surrounded by a network of thin grey lines and thicker, wavy light blue lines that flow across the page. Scattered throughout this network are several colored circles in purple, orange, pink, and blue. The overall composition is dynamic and interconnected, suggesting a global or multi-channel contact center network.

OmniTouch  
Contact  
Centers

# Training offer for POSTSALES

## *OmniTouch Contact Center SE for newcomers*



PREREQUISITES

ACFE level  
OmniPCX Enterprise

# Training offer for POSTSALES

## *OmniTouch Contact Center SE for experienced*

FREE



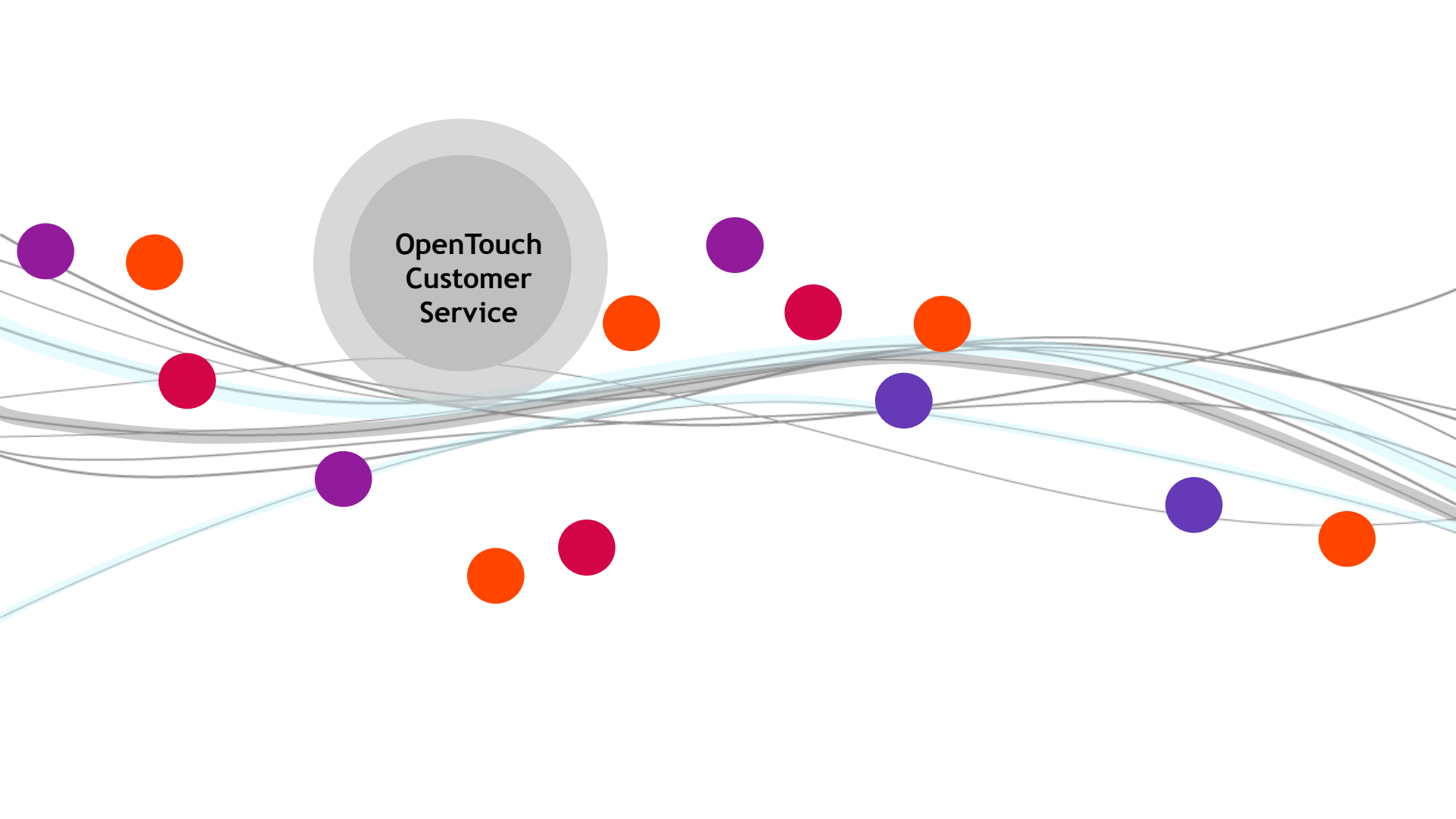
FREE	OmniTouch Contact Center SE Evolution from R10.8 to R10.9 OTCCWTE002	I= 15 min	ACFE & ACSE certification renewal embedded in the course
FREE	OmniTouch Contact Center SE Evolution from R10.5 to R10.8 OTCCWTE001	I= 40 min	ACFE & ACSE certification renewal embedded in the course

PREREQUISITES

ACFE level  
OmniTouch Contact Center SE

or

ACSE level  
OmniTouch Contact Center SE

The image features a central logo consisting of two concentric circles, the inner one being a darker shade of gray. The text "OpenTouch Customer Service" is centered within the inner circle. The background is white with several wavy, overlapping lines in shades of light blue and gray. Scattered across the scene are several solid-colored circles in purple, orange, pink, and blue, some of which appear to be connected to the wavy lines.

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 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

**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

# Training offer for POSTSALES *OTCS and OXE interconnection*



FREE

FREE

OTCS and OXE  
interconnection  
OTCSWTE820

I= 6 h

PREREQUISITES

ACFE level  
OmniPCX Enterprise







Hospitality  
solution

# Training offer for POSTSALES

## *Hospitality solution*



 Hospitality Solution HOSPTC2W1 Online MCQ	ACSE
 Hospitality Solution HOSPCTE001	I= 1 h C= 5 d
 OmniPCX Enterprise Starter ENTPCTE300	C= 5 d








## Training offer for ADMINISTRATORS

# Training offer for Administrators






### OmniPCX Enterprise

 OmniPCX Enterprise Administration advanced ENTPCAD101	C= 5 d
 OmniPCX Enterprise Administration Starter ENTPCAD100	C= 4 d






### OmniVista 8770

 Directory administration 8770CTE202	C= 3 d
 Accounting performance and reporting 8770CTE201	C= 5 d








### OmniTouch Contact Center SE

 Advanced OTCCTE901	C= 5 d
 Starter OTCCTE900	C= 3 d





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