








Presentation of training tracks for COMMUNICATIONS, CLOUD & VERTICALS

August 30, 2019

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
 - OmniVista 8770 NMS
 - OmniTouch Contact Center Standard Edition
 - OpenTouch Customer Service
 - Hospitality solution
5. Training offer for ADMINISTRATORS

Caption

Job Function	Training course	Description (including audience)	Associated Certification	Logos
—	<div style="border: 1px solid orange; padding: 5px; display: inline-block;"> Course Name Reference </div> I=x h C=x d V=x d	Value Added course, not included in any certification program	—	—
POSTSALES	<div style="border: 1px solid blue; padding: 5px; display: inline-block;"> Course Name Reference </div> I=x h C=x d V=x d	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; display: inline-block;"> Course Name Reference </div> I=x h C=x d V=x d	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 magenta; padding: 5px; display: inline-block;"> Course Name Reference </div> I=x h C=x d V=x d	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; display: inline-block;"> Course Name Reference </div> I=x h C=x d V=x d	Training course for presales engineers who design standalone projects	AQPS Alcatel-Lucent Enterprise Qualified Presales	
SALES	<div style="border: 1px solid green; padding: 5px; display: inline-block;"> Course Name Reference </div> I=x h C=x d V=x d	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; display: inline-block;"> Course Name Reference </div> I=x h C=x d V=x j	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

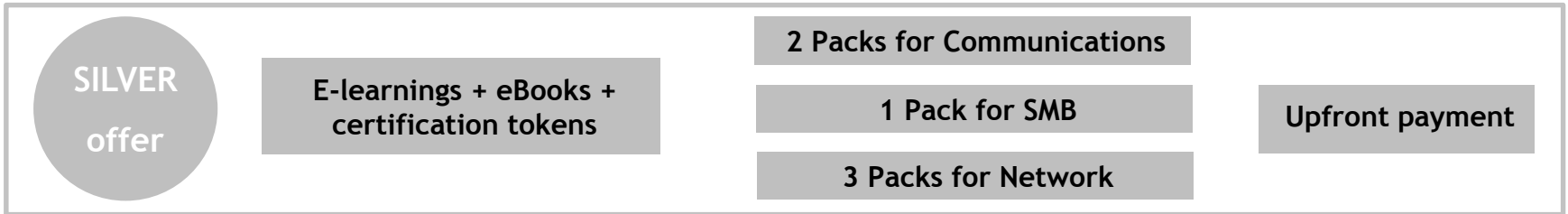
Annual Learning Subscription (ALS)



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>COMMUNICATIONS LEARNING SUBSCRIPTION - SILVER PACK</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"> - 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</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"> - 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!

 Rainbow CPaaS
RAINWSA020 | = 28 min

 Fleet Dashboard Tutorial
COMMWSA001 | = 15 min

 Enterprise Communications Starter
ENTPWSA014 | = 34 min

ACSR


 Rainbow
RAINWSA003 | = 60 min

ACSR

update


 OXO Connect
OXOCWSA003 | = 60 min

ACSR

 OpenTouch
OPENWSA005 | = 34 min


ACSR

SERVICES


 Solution Premier Service
SERVWSA003 | = 30 min

ACSR


VERTICALS

 Education
EDUCWSA002 | = 50 min


ACSR

 Healthcare
HEALWSA002 | = 90 min

ACSR


 Hospitality
HOSPWSA003 | = 55 min

ACSR

 Transportation
TRANWSA002 | = 51 min

ACSR

CLOUD

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

 OpenTouch Enterprise Cloud for SMB and MLE
OTECSA001 | = 60 min

ACSR

 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
-----------------------------	----------

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



FREE

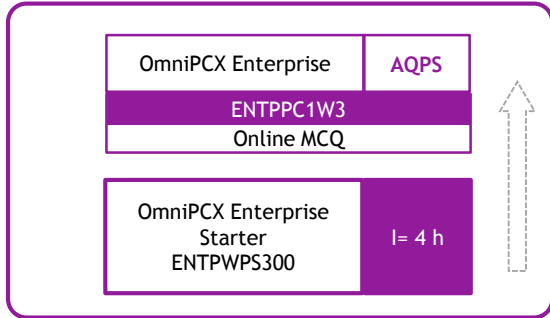
OXO Connect

OXO Connect Presales OXOCWPS001	I= 4 h
------------------------------------	--------

Training offer for PRESALES

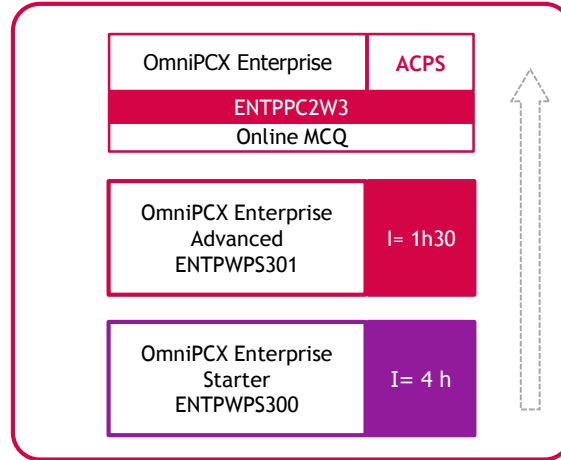
OpenTouch MLE for newcomers

FREE



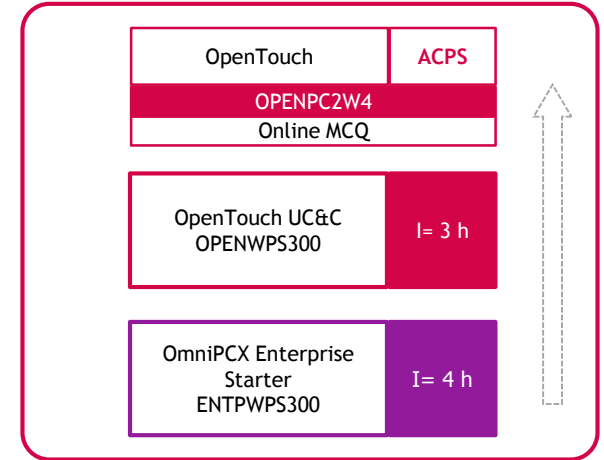
ENTWPS300

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



FREE

OpenTouch for experienced

ACPS OpenTouch renewal embedded in the courses

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

OpenTouch evolution
from R2.2.1 to R2.3.1
OPENWPS233 I= 1 h

ACPS level
OpenTouch

PREREQUISITES

OmniPCX Enterprise for experienced

AQPS & ACPS OmniPCX Enterprise renewal embedded in the courses

OmniPCX Enterprise
Evolution
from R12.2 to R12.3
ENTPWPS125 I= 1h30

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

OmniPCX Enterprise
Evolution
from R11.2.2 to R12.1
ENTPWPS123 I= 1,5 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
---	-------



OpenTouch Customer Service

OpenTouch Customer Service	ACPS
OTCSPC2W1	
Online MCQ	

OpenTouch Customer Service OTCSWPS001	I= 4h
--	-------



AQPS level
OmniPCX Enterprise

PREREQUISITES

Training offer for PRESALES

Hospitality solution

FREE



Hospitality Solution for SMB

Hospitality Solution for SMB HOSPWPS002	I= 1 h
--	--------

Hospitality Solution for MLE

Hospitality Solution	ACPS
HOSPPC2W1	
Online MCQ	

↑

Hospitality Solution Design HOSPWPS001	I= 2,5 h
---	----------

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

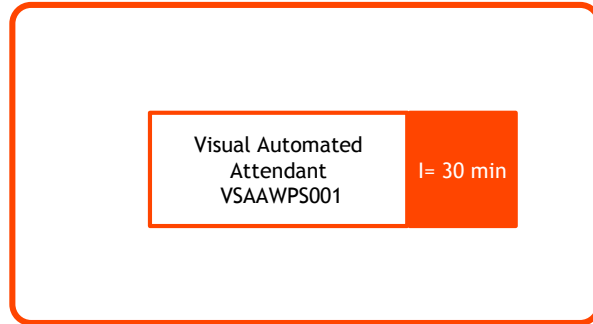
Training offer for PRESALES

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

Visual Notification Assistant

FREE



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



Visual Notification Assistant
VNA0WPS001

I= 30 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

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



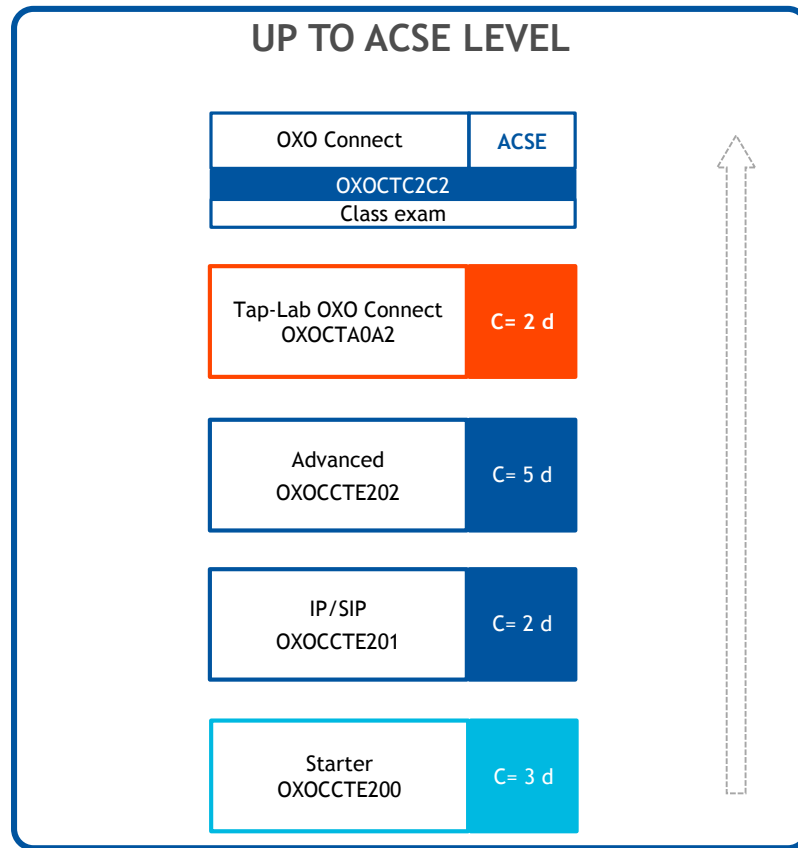
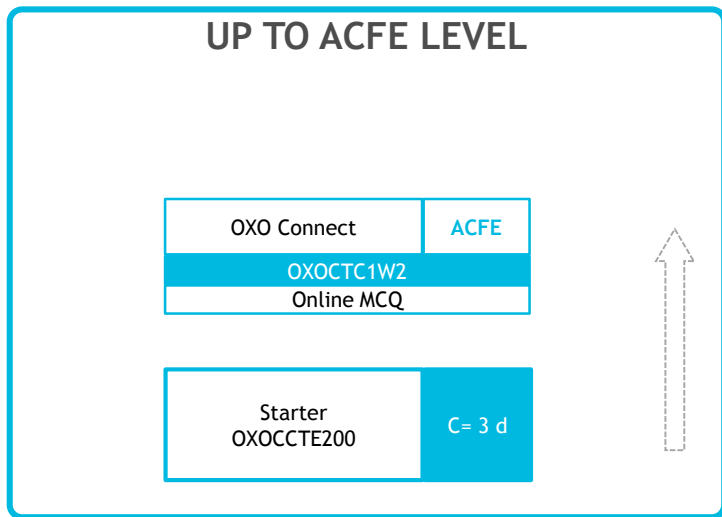
Training offer for POSTSALES

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 R3.0 to R3.1 Update
OXOCWTE004 | 1 h

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

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

OXO Connect R2.0 to R2.2 Update
OXOCWTE002 | 1 h

PREREQUISITES

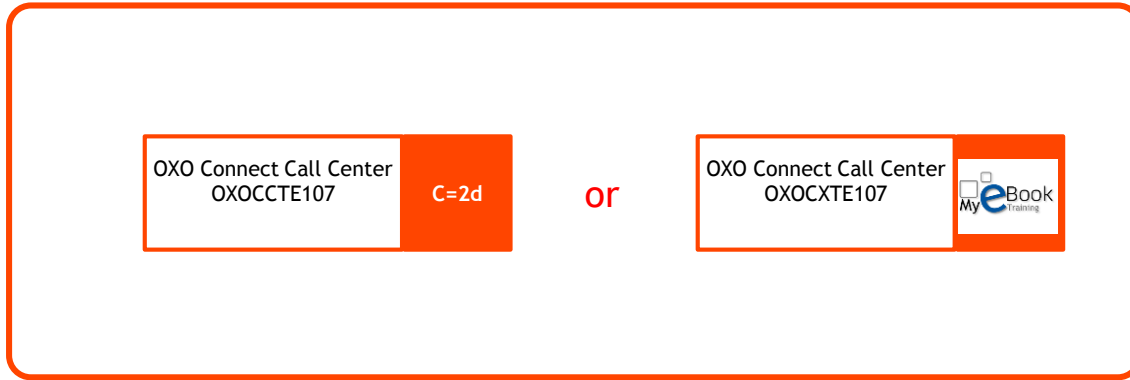
ACFE level
OXO Connect
or OmniPCX Office RCE

or

ACSE level
OXO Connect
or OmniPCX Office RCE

Training offer for POSTSALES

OXO Connect added value



PREREQUISITES

ACFE level
OXO Connect
or OmniPCX Office RCE

The image features a central logo for 'OmniPCX Enterprise' consisting of two concentric circles, the inner one being a darker shade of gray. The text 'OmniPCX' is positioned above 'Enterprise' in a bold, black, sans-serif font. This logo is set against a background of abstract, flowing lines in shades of light blue and gray. Scattered throughout the composition are several solid-colored circles in purple, orange, and magenta. The overall aesthetic is clean, modern, and dynamic, suggesting a high-tech or enterprise environment.

**OmniPCX
Enterprise**

Training offer for POSTSALES

OmniPCX Enterprise for newcomers



UP TO ACFE LEVEL

OmniPCX Enterprise	ACFE
ENTPTC1W2	
Online MCQ	

OmniPCX Enterprise Starter	C= 5 d
ENTPCTE300	



UP TO ACSE LEVEL

OmniPCX Enterprise	ACSE
ENTPTC2C11	
Class exam	

Tap Lab OmniPCX Enterprise	C= 2 d
ENTPTA0A11	

Multisite & Network	C= 5 d
ENTPCTE303	

IP/SIP	C= 3 d
ENTPCTE302	

CPU loading	C= 2 d
ENTPCTE301	

OmniPCX Enterprise Starter	C= 5 d
ENTPCTE300	



Training offer for POSTSALES

OmniPCX Enterprise for experienced



ACFE & ACSE certification renewal embedded in the courses

OmniPCX Enterprise
Evolution from R12.2 to
R12.3
ENTPWTE128

I= 0,5 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

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

I= 3h

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 - workshop
ENTPCTE322 **C=2d**




Available in French only

OmniPCX Enterprise Native Encryption

   OmniPCX Enterprise Native Encryption
ENTPCTE320 **C=2d**

DECT

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

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

 8340 IP DECT
DECTXTE100  **FREE**

OpenTouch Session Border Controller

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

Learn how to deploy and configure
OpenTouch SBC for SIP trunking

PREREQUISITES

ACSE level
OmniPCX Enterprise



PREREQUISITES

ACFE level
OmniPCX enterprise

Training offer for POSTSALES


OmniPCX Record



 OmniPCX Record Installation & Configuration ORECWTE100 I= 2 h 

online course + practice on your own demo-lab system

or

 OmniPCX Record Installation & Configuration Workshop ORECCTE100 C= 5 d

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

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

Training offer for POSTSALES

Visual Notification Assistant

FREE



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



Visual Notification Assistant
VNAOWTE001

l= 70 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



RAINBOW

Training offer for POSTSALES

Rainbow



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



FREE



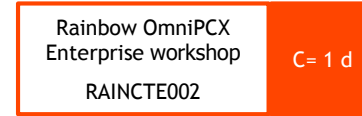
ACFE certification embedded in the course

Self-study online and self-practice
Mandatory prerequisite for the workshop

ACFE level
OXO Connect

PREREQUISITES

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



FREE



ACFE certification embedded in the course

Self-study online and self-practice
Mandatory prerequisite for the workshop

ACFE level
OmniPCX enterprise

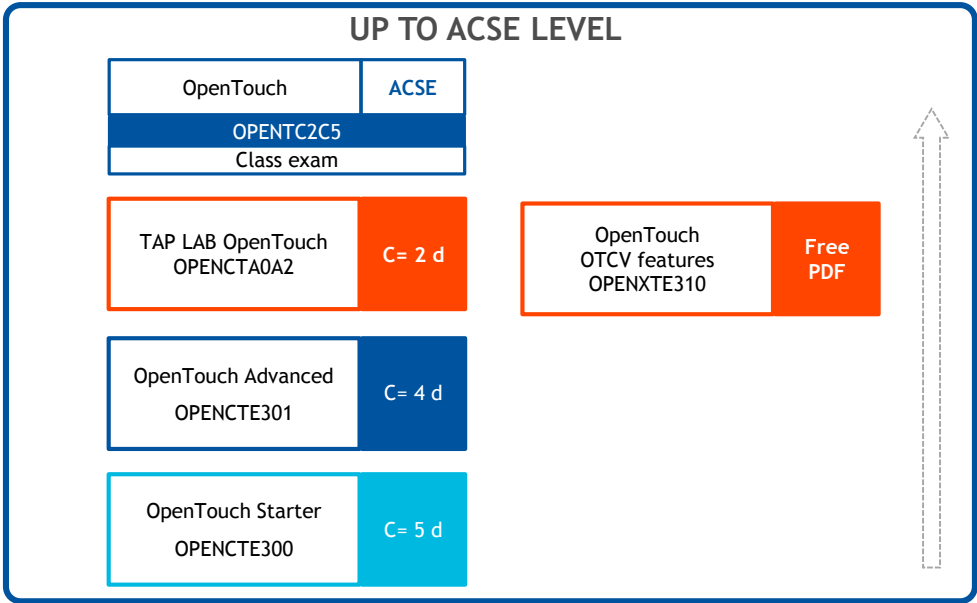
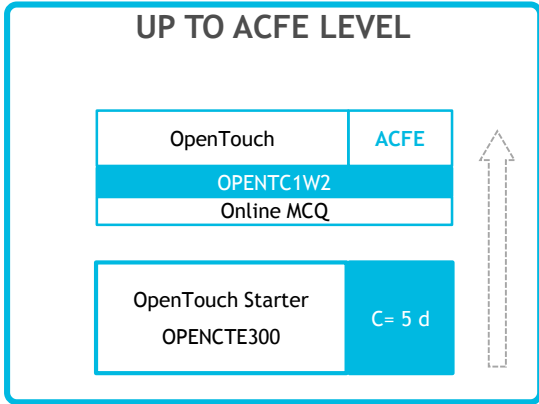
PREREQUISITES

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 word "OpenTouch" is written in a black, sans-serif font across the center of these circles. Surrounding the 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, red, and blue. The overall composition is clean and modern, with a white background.

OpenTouch

Training offer for POSTSALES

OpenTouch for newcomers



PREREQUISITES

ACFE level
OmniPCX Enterprise

Training offer for POSTSALES

OpenTouch for experienced



ACFE & ACSE certification renewal embedded in the courses

OpenTouch Evolution
from R2.4 to R2.5
OPENWTE238

I= 40 min

FREE

OpenTouch Evolution
from R2.3.1 to R2.4
OPENWTE237

I= 30 min

FREE

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	ACFE
OTMCTC1W1	
Online MCQ	





 OpenTouch Message Center Starter OTMCXTE200	
--	---

OpenTouch Fax Center

 OpenTouch Fax Center	ACFE
OTFCTC1W1	
Online MCQ	



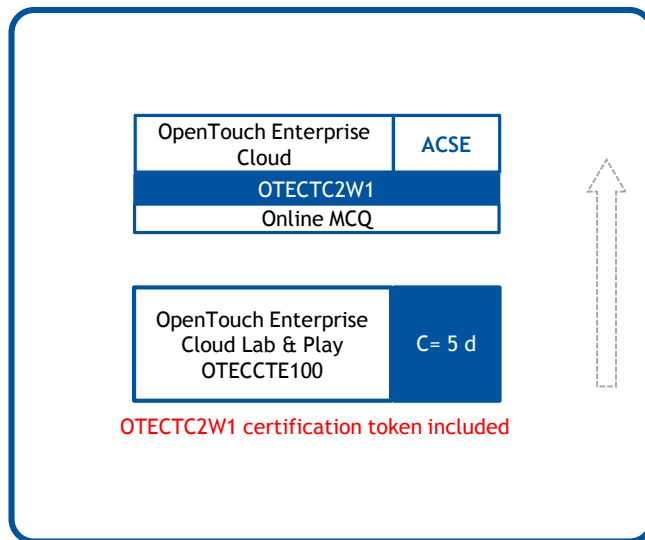
 OpenTouch Fax Center Starter OTFCXTE100	
--	---

PREREQUISITES

ACFE level
OmniPCX Enterprise

Training offer for POSTSALES

OpenTouch Enterprise Cloud



OTEECT2W1 certification token included

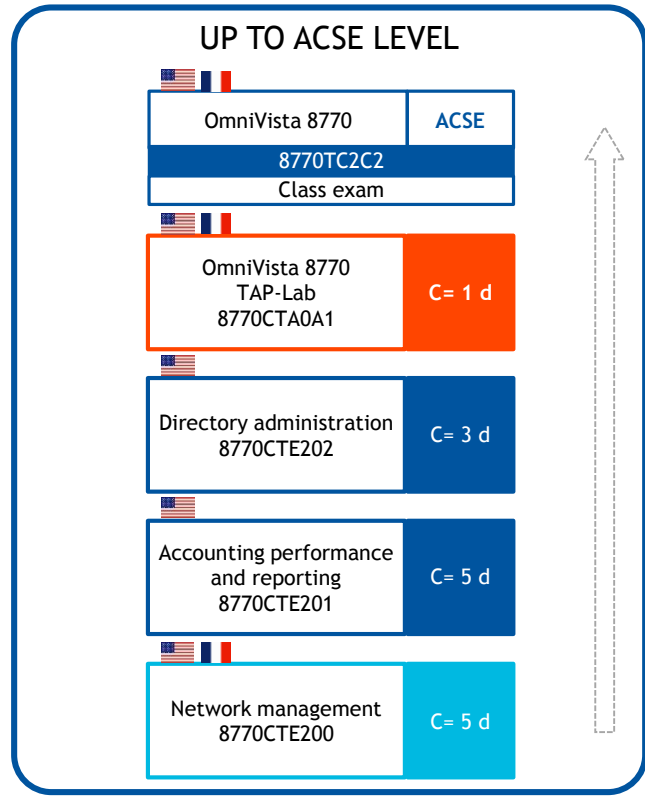
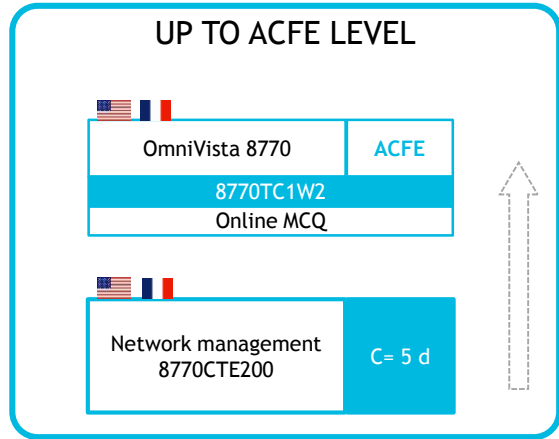
PREREQUISITES

ACSE certified
OpenTouch

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 shades of purple, orange, red, and blue. These circles are scattered across the frame, with some appearing to be connected by thin, light blue and gray wavy lines that flow horizontally across the image. The overall aesthetic is clean and modern, with a focus on geometric shapes and a limited color palette.

OmniVista 8770

Training offer for POSTSALES *OmniVista 8770 for newcomers*



PREREQUISITES

ACFE level
OmniPCX Enterprise

Training offer for POSTSALES

OmniVista 8770 for experienced

FREE



ACFE & ACSE certification renewal embedded in the courses

OmniVista 8770
Evolution from R4.0 to
R4.1
8770WTE236

I= 50 min

FREE

Evolution from
R3.2.8 to R4.0
8770WTE235

I= 15 min

FREE

Evolution from
R3.1 to R3.2.8
8770WTE234

I= 20 min

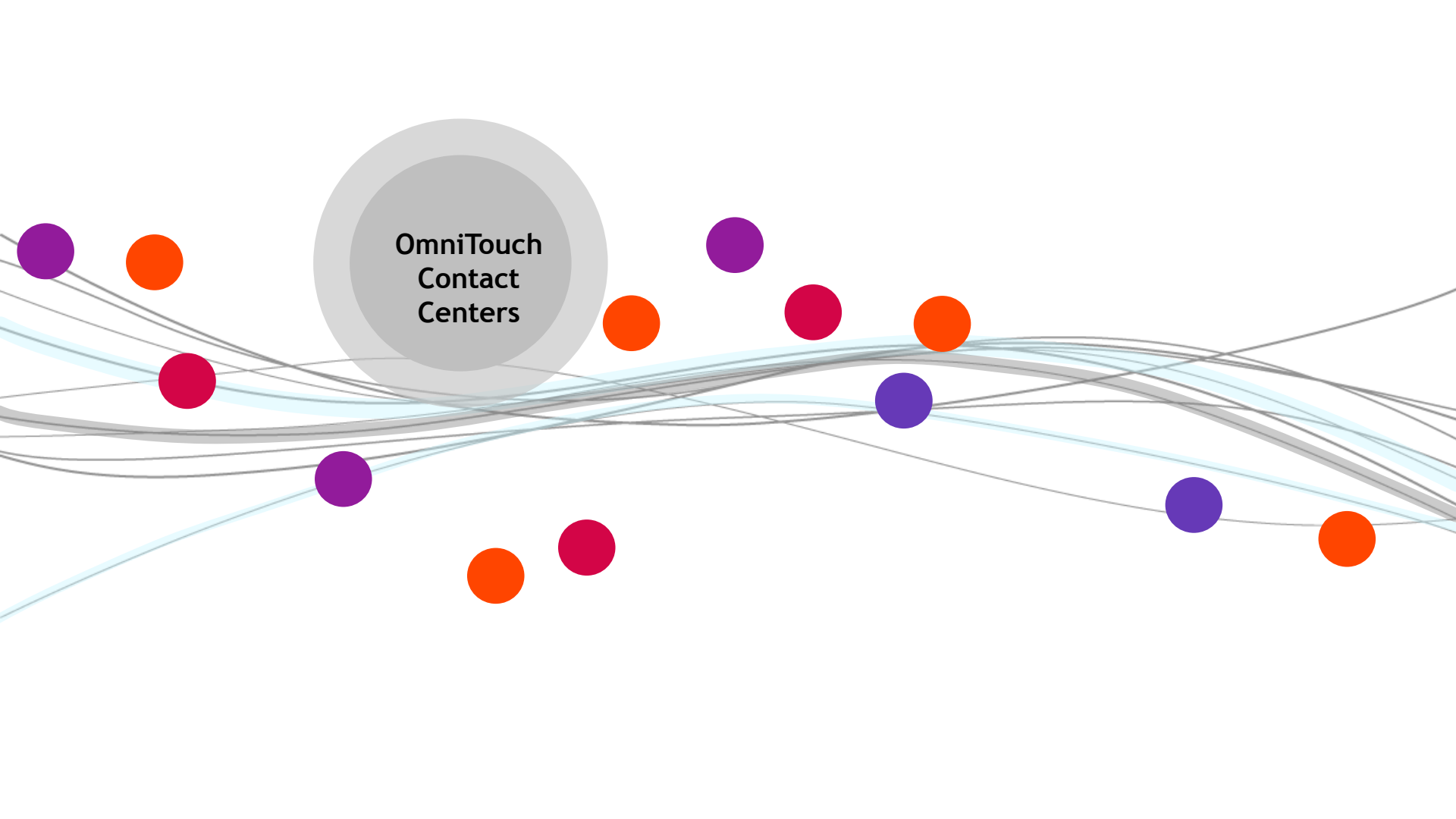
FREE

PREREQUISITES

ACFE level
OmniVista 8770

or

ACSE level
OmniVista 8770

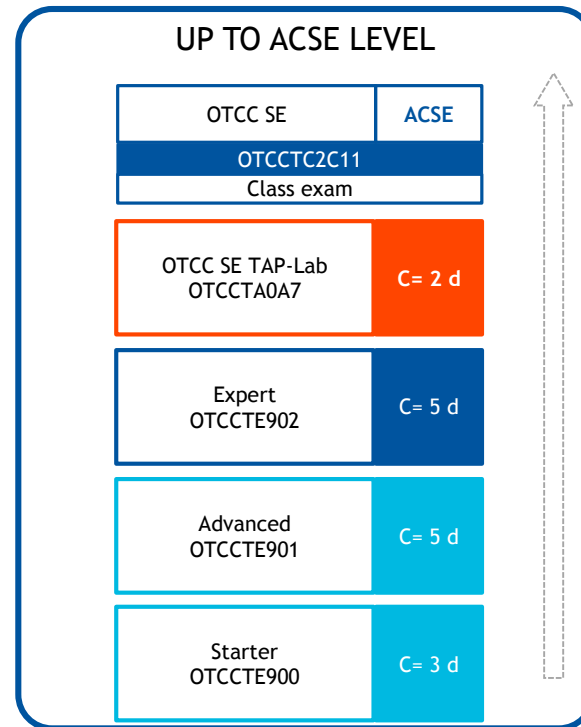
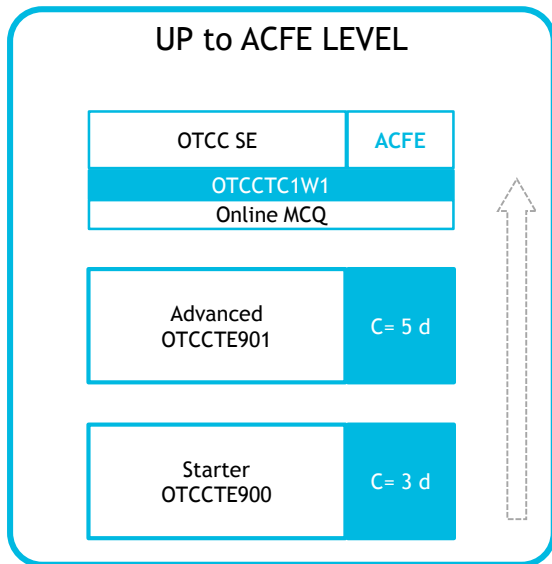


OmniTouch
Contact
Centers

The graphic features a central grey circle containing the text "OmniTouch Contact Centers". 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, representing various data points or nodes in a system.

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



ACFE & ACSE certification renewal embedded in the courses

OmniTouch Contact Center SE Evolution from R10.8 to R10.10
OTCCWTE002

I= 30 min

FREE

OmniTouch Contact Center SE Evolution from R10.5 to R10.8
OTCCWTE001

I= 40 min

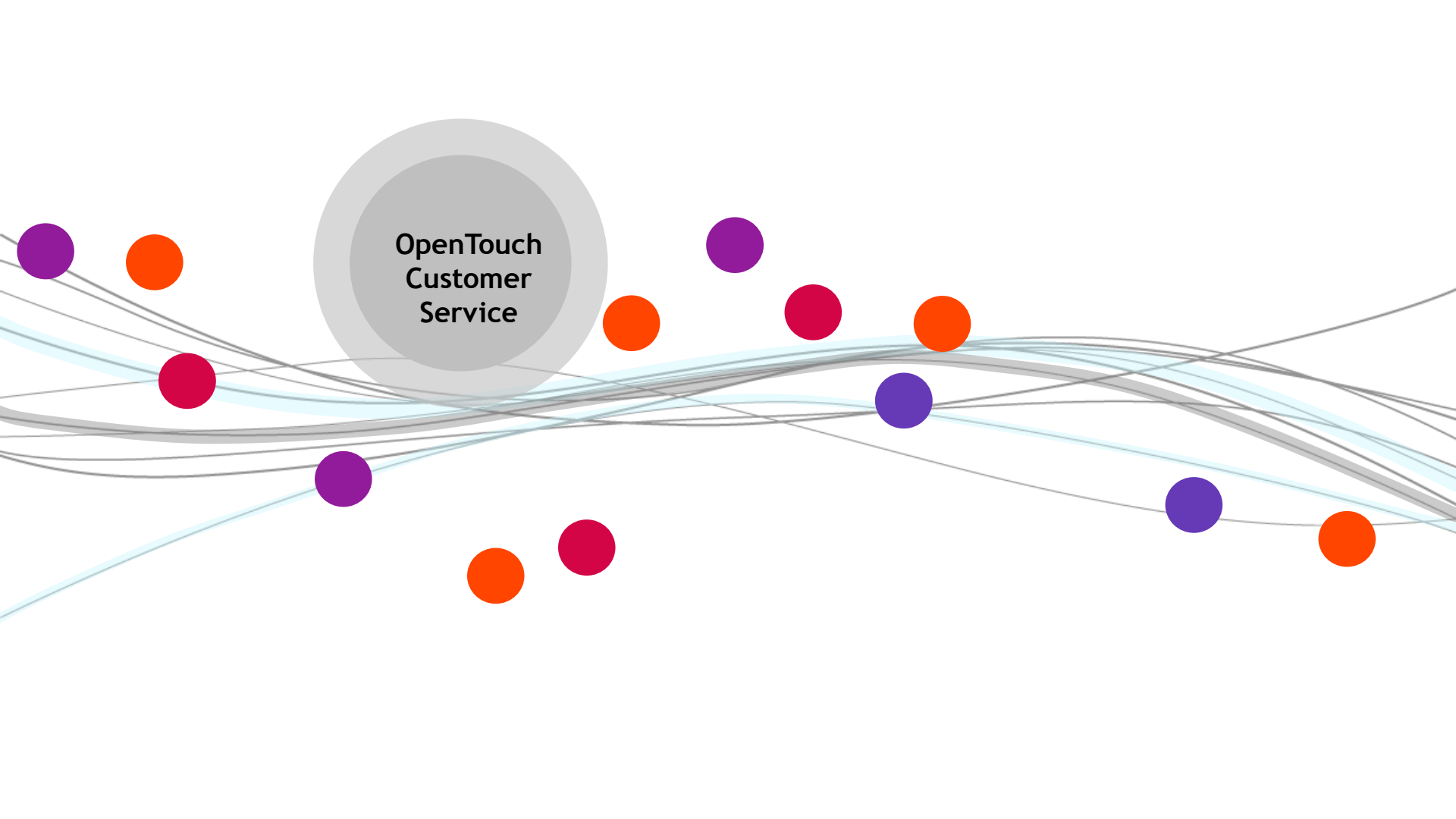
FREE

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

OXO Connect



Course

OXO Connect Call Center
OXOCCTE107

C=2d

eBook

OXO Connect Call Center
eBook
OXOCXTE107




Training offer for ADMINISTRATORS

OmniPCX Enterprise





Courses

 OmniPCX Enterprise
Administration advanced
ENTPCAD101 C= 5 d

 OmniPCX Enterprise
Administration Starter
ENTPCAD100 C= 4 d

eBooks

 OmniPCX Enterprise
Administration advanced
ENTPXAD101 

 OmniPCX Enterprise
Administration Starter
ENTPXAD100 

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
OTCCXE901



Starter eBook
OTCCXE900



PREREQUISITES

OmniPCX Enterprise
Administration Starter
ENTPCAD100

C= 4 d

Follow us on:



www.al-enterprise.com



facebook.com/ALUEnterprise



linkedin.com/company/alcatellucententerprise



twitter.com/ALUEnterprise



youtube.com/user/enterpriseALU