



Administrator Training Offer

Enterprise Education and Partner Programs
September, 2011

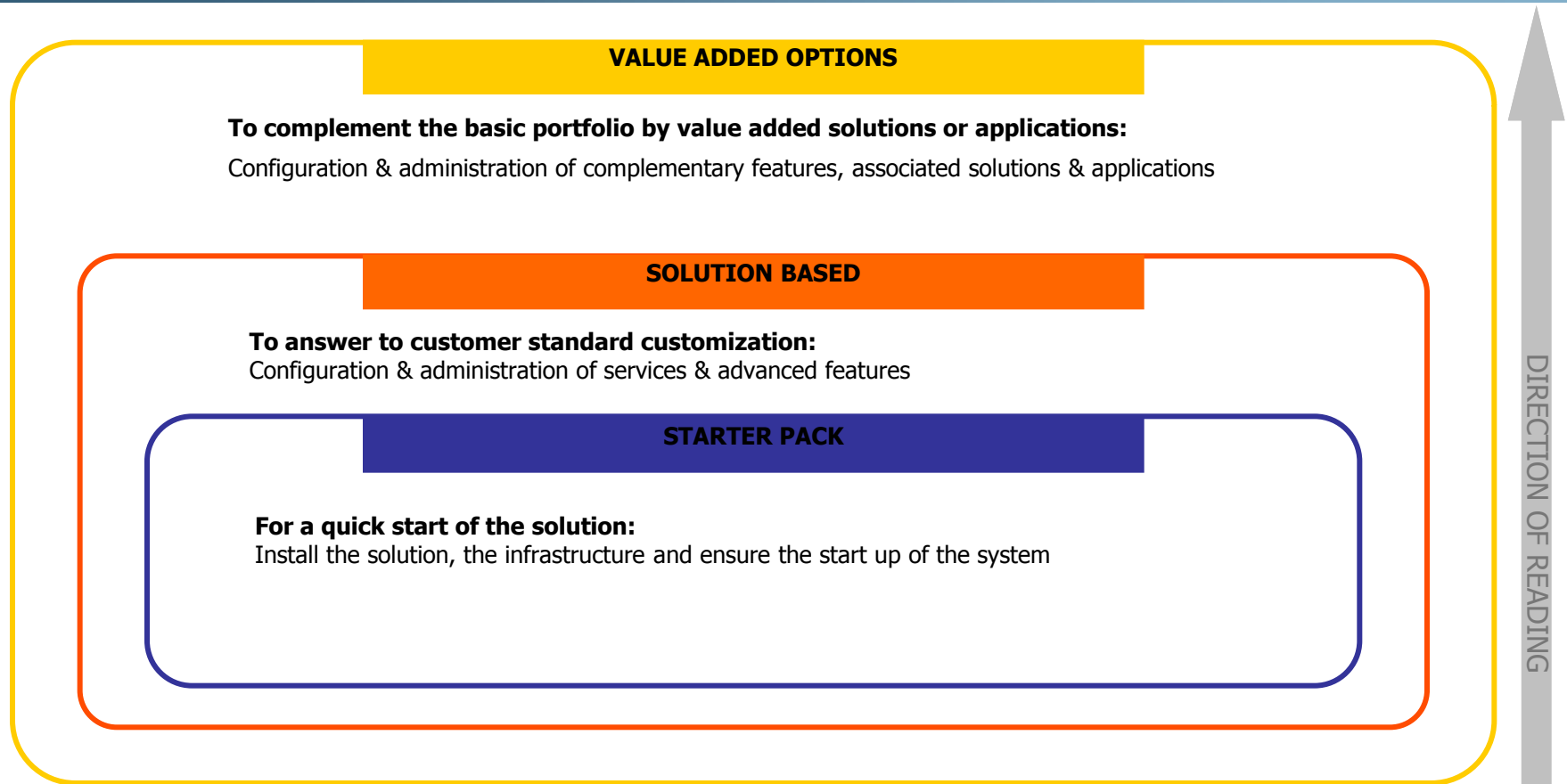


Summary

- Caption
- Global Training Offer for Administrators
- IP Telephony
- IP Communication
- Unified Communications
- Contact Centers
- Network Management



Alcatel-Lucent Medium & Large Enterprises Caption



PREQUISITES



Alcatel-Lucent Medium & Large Enterprises Caption (Continued)

Profile	Training course	Description (including audience)	Associated Certification
—	Course Name I=x h Reference C=x d V=x d	Optional training course	—
POST-SALES	Course Name I=x h Reference C=x d V=x d	Training course for expert engineers in charge of complex configurations, installation & remote service support	Alcatel-Lucent CSE
	Course Name I=x h Reference C=x d V=x d	Training course for field engineers in charge of advanced configurations, installation and service support	Alcatel-Lucent CFE
PRESALES	Course Name I=x h Reference C=x d V=x d	Training course for presales engineers who design large/complex networking projects	Alcatel-Lucent CPS
	Course Name I=x h Reference C=x d V=x d	Training course for presales engineers who design standalone projects	Alcatel-Lucent QPS
SALES	Course Name I=x h Reference C=x d V=x d	Training course for sales representatives who sell Alcatel-Lucent product and solutions	Alcatel-Lucent CSR
—	Course Name I=x h Reference C=x d V=x d	Fundamentals training course	—
ADMINISTRATORS	Course Name I=x h Reference C=x d V=x d	Training course for administrators who are responsible for system, network, operation, maintenance and IP Telephony administration	—
END USERS	Course Name I=x h Reference C=x d V=x d	Training course for end-users who require information on Telephony, IP Touch Phone facilities, My Instant Communicator and OmniTouch Contact Center	—

I = xh Individual learning, in hours

C = xd Classroom learning, in days

V = xd Virtual learning, in days

Alcatel-Lucent Global Training Offer for Administrators

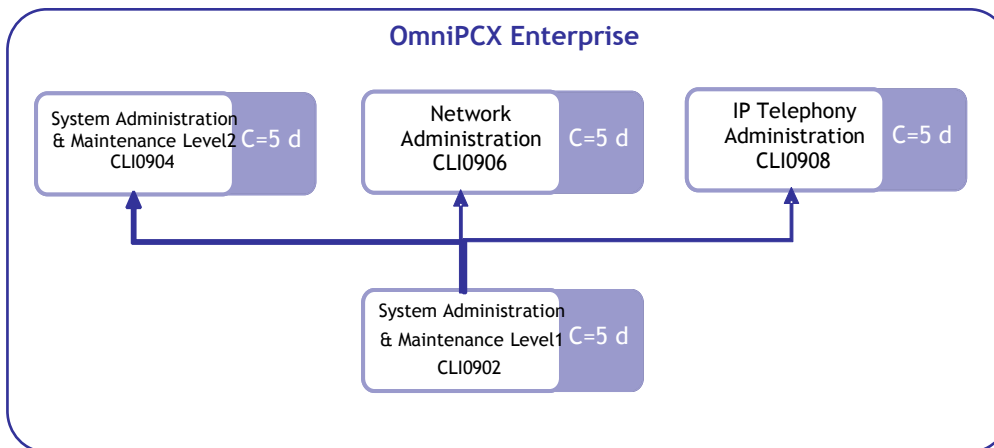
OmniVista 4760

- Accounting & Performance Admin CLI0326 =3 d
- Directory Administration CLI0327 =2 d

NEW

OmniVista 8770

- Directory administration 8770CTE102 C=3d
- Accounting/perf and reporting 8770CTE101 C=5d



OmniTouch UC

- OmniTouch UC Administration 8400CAD600 C=2 d

VitalQIP

- Configuration & Administration LCW402H C=5 d

VitalSuite

- MIBWorks for VitalSuite Networks LCW406L C=2 d

- VitalNET Administrator LCW410L C=2 d

- VitalNET User LCW411L C=2 d

- VitalAPPS Administrator LCW409L C=2 d

- VitalAPPS User LCW408L C=3 d

Secured Data Networks

- OmniAccess WLAN
- OmniSwitch 10K, 9xxx, 6xxx Series
- OmniAccess USG

Same as Postsales Track

NEW

OpenTouch

- IP/SIP administration OPENCTE110 C=5d
- Deployment OPENCTE103 C=8d
- Unified Management OPENCTE101 C=4d

Genesys Compact Edition

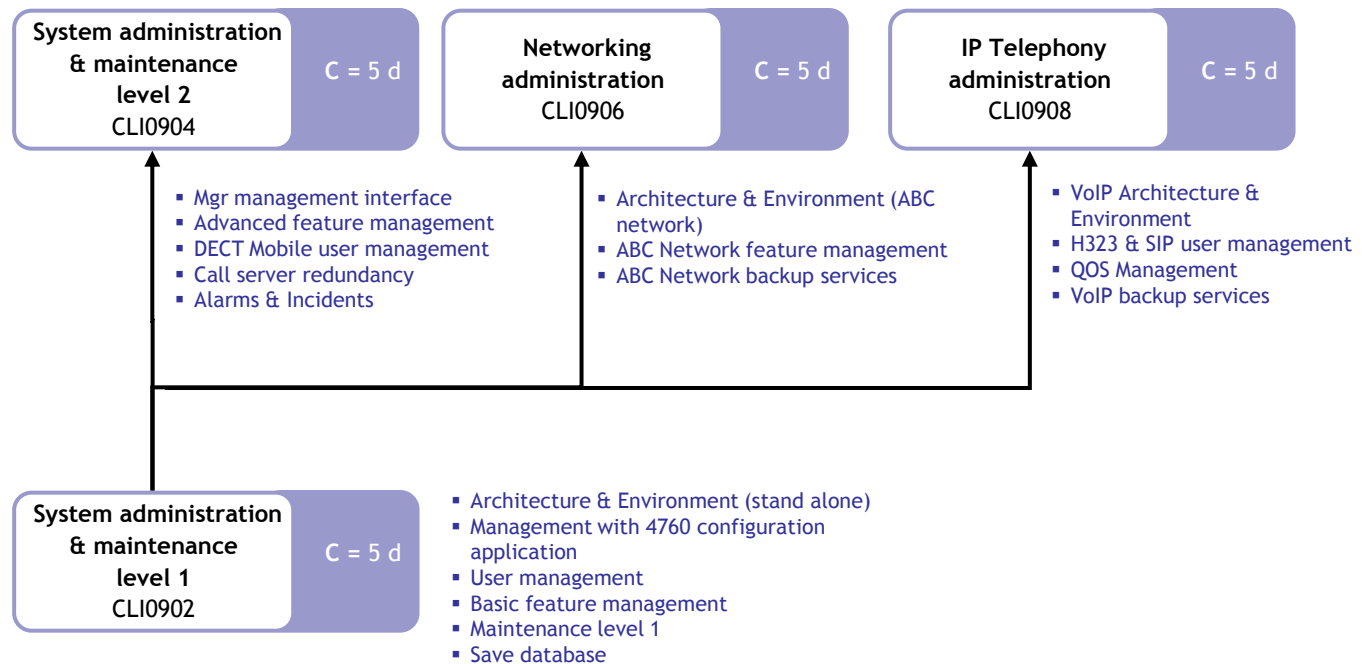
- Administration (Email) via Visual CC=2 d GCE0CAD101
- Administration (Voice) via Visual CC=5 d GCE0CAD100

OTCC Standard Ed.

- Administration CCs CLI0181 C=5 d

IP Telephony Administrators Newcomers

OmniPCX Enterprise via OmniVista 4760



IP Communication Administrators Newcomers

OpenTouch via OmniVista 8770

IP/SIP Administration

Advanced administration
IP Telephony configuration
Multi-tenants

IP/SIP administration
OPENCTE110

C = 5 d

Deployment

First level administration
Class of services, access rights
Trunk groups, speed dial
Conferencing
Features settings
Level 2 Maintenance

Deployment
OPENCTE103

I = 3 h

C = 8 d

Unified Management

Overview
Users & devices management
Day to day administration

Unified Management
OPENCTE101

C = 4 d

Unified Communications Administrators Newcomers

OmniTouch Unified Communications

**OmniTouch Unified
Communications
Administrator**
8400CAD600

C = 2 d

- Architecture
- Telephony services management
- Messaging services management
- One number services management
- Teamwork services management
- Management of user accounts
- Save database

Contact Centers

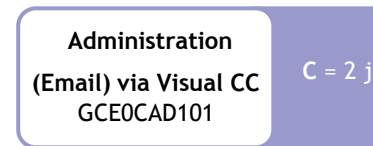
Administrators Newcomers

OmniTouch Contact Center Standard Edition

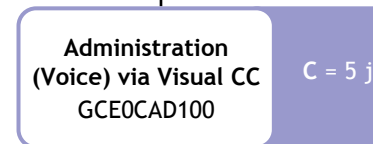


- Features & Architecture description
- Administration with CCS interface
- Management of agent & supervisor profiles
- Management of distribution & routing rules
- Description of Real time information
- Generation and creation of statistics reports

Genesys Compact Edition



- Email distribution description
- Management of qualification & routing rules
- Management of Email agent & supervisor profiles
- Generation of reports



- Features & Architecture description
- Administration with Visual CC
- Management of agent & supervisor profiles
- Management of qualification & routing rules
- Management of Visual IVR
- Description of Real time informations
- Generation and creation of statistics reports

Network Management 1

Administrators Newcomers

OmniVista 4760 NMS

Directory Administration
CLI0327 C = 2 d

- Description of Directory application
- Administration of directory objects
- Creation of web directory accounts
- Use the WEB directory consultation interface

Accounting & Performance Administration
CLI0326 C = 3 d

- Description of Accounting & Performance applications
- Administration of tariffs & cost organization
- Management of tracking application
- Use performance application
- Generation and creation of reports

OmniPCX Enterprise System Administration & maintenance I1
CLI0902 C = 5 d

OmniVista 8770

Directory administration
8770CTE102 C = 3 d

- Directory management
- Web directory customization

Accounting/performance and reporting
8770CTE101 I = 3 h
C = 5 d

- Cost and carrier configuration
- Traffic observation and VoIP performance
- Reporting

Unified Management
OPENCTE101 C = 4 d

Network Management 2

Administrators Newcomers

VitalQIP IP Address Management Software

**Configuration &
Administration**
LCW402H

C = 5 d

- VitalQip Deployment,
Configuration & Administration

**DHCP Technical
Training**
LCW403L

C = 2 d

**DNS Technical
Training**
LCW404L

C = 3 d

Network Management 3

Administrators Newcomers

VitalSuite Performance Management Software

MIBWorks for Vital Suite Network PMS R10.2
LCW406L C = 2 d

- MIBWorks R10.2 administration to build and add new VitalSuite NET data collectors and to help analyze and report network performance

VitalNET Administrator
LCW410L C = 2 d

- VitalNet Deployment, Configuration & Administration

VitalNET User
LCW411L C = 2 d

- This course will allow you to acquire the knowledge of the user tasks for VitalSuite Network Performance Management Software:
 - Understanding the VitalSuite Distributed Architecture, domains, reporting groups, data collection, heat charts, reports, graphs, operation page.
 - Interpreting VitalNET data such as Quality Index, managing services levels and alarms, Creating reports.

VitalAPPS Administrator
LCW409L C = 2 d

- VitalSuite Application Performance Management Software Deployment, Configuration & Administration

VitalAPPS User
LCW408L C = 3 d

- This course will allow you to acquire the knowledge of the user tasks for VitalSuite Application Performance Management Software:
 - VitalAgent installation, VitalHelp Remote tests, Monitoring application performance, creating personal reports.

www.alcatel-lucent.com/enterprise

Enterprise Education and Partner Programs

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twitter.com/ALUEnterprise



facebook.com/ALUEnterprise



youtube.com/user/AlcatelLucentCorp



REFERENCE

CLI0902US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer

 c-learning

5 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 12

PUBLIC

System administrators in charge of the administration of the Alcatel-OmniPCX Enterprise using the Alcatel-Lucent OmniVista 4760

OBJECTIVES

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

- Configure an Alcatel-Lucent OmniPCX Enterprise using the Configuration application of Alcatel-Lucent OmniVista 4760 :
 - Users
 - Trunk groups
 - Barring
 - Calls distribution
- Save & restore the database
- Ensure the level 1 maintenance of the system

PREREQUISITES

- To have knowledge of in Computing (Windows XP, 2003)
- To have knowledge of Telephony (PABX definition, trunk groups, telephony vocabulary)

PROGRAM DESCRIPTION

- To describe the Alcatel-Lucent OmniPCX Enterprise environment
- To describe the hardware architecture
- To describe the Alcatel-Lucent OmniVista 4760 application
- To describe and use the configuration application of the Alcatel-Lucent OmniVista 4760
- To read & modify the IP configuration of an Alcatel-Lucent OmniPCX Enterprise
- To describe how to access to the system
- To start and stop the system
- To describe the range of terminals that can be connected to an Alcatel-Lucent OmniPCX Enterprise
- To manage the users (analog terminals, Alcatel-Lucent 9 series sets and Alcatel-Lucent 8 series in static mode)
- To describe and manage the main phone services provided by an Alcatel-Lucent OmniPCX Enterprise
- To describe and manage the prefix and suffix plans
- To describe and manage the classes of services (Phone services, connection & transfer)
- To describe and configure the groups
- To describe and configure the multiline Executive / Assistant groups
- To save and restore a system database via the Alcatel-Lucent OmniVista 4760
- To describe and supervise the status of the external accesses
- To describe and manage the public network classes of services
- To describe and configure the external call barring
- To describe and manage the direct speed dialing
- To describe and manage the speed dialing by range
- To describe and configure the call distribution
- To describe and manage the entities
- To describe and configure the attendant sets and consoles (Alcatel-Lucent 4035, Alcatel-Lucent 4059 & My phone IP Desktop Attendant)
- To describe and manage the external callback translator
- To describe the Alcatel-Lucent OmniMessage 4635 & 4645 voice mail systems
- To allocate mailboxes to the users
- To ensure the system level 1 maintenance

REFERENCE

CLI0904US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer.

 c-learning

5 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

System administrators in charge of the administration of the Alcatel-OmniPCX Enterprise using the Alcatel-Lucent Omnivista 4760

OBJECTIVES

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

- Configure the advanced phone services of an Alcatel-Lucent OmniPCX Enterprise using the Alcatel-Lucent Omnivista 4760 :
 - DECT
 - ARS
 - Duplication
- Ensure the level 2 maintenance of the system

PREREQUISITES

- To have knowledge of in Computing (Windows XP, 2003)
- To have attended the System Administration & Maintenance - Level 1 training course (Ref.: CLI0902US) or to prove equivalent knowledge

PROGRAM DESCRIPTION

Describe and use the embedded configuration tool MGR

Describe and put into operation the interface modules (Z, V24, S0)

Describe and configure the DECT mobility on IBS and RBS

Describe and configure the twinset service

Describe and manage the private calls

Describe and manage the business calls

Describe and explain how to manage the casual, meet-me and mastered conferences

Manage a meet-me conference

Describe and manage the Multiple Line Appearance groups

Describe and configure the Automatic Callback on Busy Trunk Group

Describe and configure the calls distribution with changeover times

Describe and manage the multi-translator for the identity sending and the DID translation

Describe and manage a simple ARS configuration (direct carrier and no time dependence)

Setup a duplicated CPU configuration (duplication & spatial redundancy)

Manage the tones and voice guides (external music on hold)

Describe and configure internal accounting

Describe the system messages fields

Screen out the system messages

Describe and configure the Alarms via the Alcatel-Lucent OmniVista 4760

Ensure the level 2 maintenance of the managed elements



REFERENCE

CLI0906US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer.

 c-learning

5 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 12

PUBLIC

System administrators in charge of the administration of the Alcatel-OmniPCX Enterprise using the Alcatel-Lucent Omnivista 4760

OBJECTIVES

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

- Configure and maintain an Alcatel-Lucent OmniPCX Enterprise in networking configuration and its associated services:
 - Centralized management
 - DECT
 - System messages
 - Groups

PREREQUISITES

- To have knowledge of in Computing (Windows XP, 2003)
- To have attended the System Administration & Maintenance - Level 1 training course (Ref.: CLI0902US) or to prove equivalent knowledge

PROGRAM DESCRIPTION

Describe the network architecture of the Alcatel-Lucent OmniPCX Enterprise

Read and modify the IP settings of an Alcatel-Lucent OmniPCX Enterprise in network configuration

Put into operation an ABC-F link on T0/T2 accesses

Supervise the network links status using the SUPROUTAGE and Alcatel-Lucent OmniVista 4760 Topology applications

Describe and configure the centralized services:

- Alcatel-Lucent OmniVista 4760 management
- System messages
- Voicemail
- Groups
- Executive / Assistant groups
- Call distribution

Describe and configure the DECT mobility in network on IBS and RBS

Describe and put into operation the private to public overflow and the rerouting via the ARS

Describe the audit and broadcast services

Describe and initialize the broadcast

Describe the principles of the hybrid links

Manage an IP hybrid link with VPN overflow



REFERENCE

CLI0908US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer.

 c-learning

5 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

System administrators in charge of the administration of the Alcatel-OmniPCX Enterprise using the Alcatel-Lucent Omnivista 4760

OBJECTIVES

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

- Configure the Alcatel-Lucent IP Phones
- Configure a Voice over IP solution on Alcatel-Lucent OmniPCX Enterprise
- Ensure the maintenance of a voice over IP solution on Alcatel-Lucent OmniPCX Enterprise

PREREQUISITES

- To have knowledge of in Computing (Windows XP, 2003)
- To have attended the System Administration & Maintenance - Level 1 training course (Ref.: CLI0902US) or to prove equivalent knowledge

PROGRAM DESCRIPTION

Describe the principles of the Voice over IP on Alcatel-Lucent OmniPCX Enterprise

Configure and maintain the IP settings of the Voice over IP boards and devices

Describe the topology of a Voice over IP solution

Describe and configure the internal DHCP Server

Configure and maintain Alcatel-Lucent 8 Serie users in static and dynamic modes

Describe and configure the direct RTP

Describe and configure IP domains

Describe the H323 protocol

Establish H323 calls

Describe, configure and maintain the Gatekeepers (internal and external)

Describe the SIP protocol

Configure and maintain the SIP users

Describe the external SIP gateways

Describe and configure the VoIP statistics tickets generation

Describe and configure the VoIP backup solutions:

- IP signaling link backup
- Passive communication server
- IP Touch survivability

Describe and configure the local private to public overflow

REFERENCE **OPENCTE101** DELIVERY LANGUAGE [English] (course material [English])

DURATION & METHOD

 i-learning**0 hour(s)**Virtual self-paced training on the computer. X hour(s) before c-learning /v-learning c-learning**4 day(s)**

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning**0 day(s)**

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Engineers or administrators

OBJECTIVES

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

- ✓ Ensure the Move, Add, Change and Delete of users, whatever the client or user device
- ✓ Install and manage My IC clients
- ✓ Ensure directory updates




The « + » of this training:

User focused, designed for day to day administration of users

PREREQUISITES

PROGRAM DESCRIPTION

- Solution Architecture, Topologies
- OmniVista 8770 client
- Unified Management
- 8770 Configuration application, web admin
- Devices/users: My IC Phone 8082, My IC Desktop, Attendant...
- My IC features (Call by name, Contact list, VM access, Conference ...)
- Phone facilities (call by name, forward, transfer, programmable keys, external call, voicemail...)
- The 8770 directory client
- Numbering plan
- Speed dial numbers
- Global system check (licenses ...)

REFERENCE	OPENCTE103	DELIVERY LANGUAGE	[English] (course material [English])
DURATION		METHOD	
 i-learning	3 hour(s)		Virtual self-paced training on the computer. <u>X hour(s)</u> before c-learning /v-learning
 c-learning	8 day(s)		Traditional classroom or practical sessions with tutorials (TAP LAB)
 v-learning	0 day(s)		Tutored virtual training sessions accessible via an internet connection
MAXIMUM NUMBER OF PARTICIPANTS	12		

PUBLIC

Engineers or administrators

OBJECTIVES

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

- | | |
|----------------------------------|---|
| ✓ Administrate users rights | ✓ Perform databases backup & restore operations |
| ✓ Administrate external accesses | ✓ Ensure the first level of maintenance |

The « + » of this training:




Administrate the main features to get the system up and running.

PREREQUISITES

To have attended the Unified Management course

PROGRAM DESCRIPTION

- | | |
|--|--|
| ● Users rights, templates and profiles | ● Trunking |
| ● Executive / Assistant group | ● External accesses rights (incoming and outgoing calls) |
| ● Attendant features | ● Voice guides |
| ● Conferences | ● Databases Backup & Restore |
| ● My IC services (Telephony, Messaging, One number and collaboration services) | ● Maintenance level 1 |

REFERENCE	OPENCTE110	DELIVERY LANGUAGE	[English] (course material [English])
DURATION & METHOD			
 i-learning	0 hour(s)	Virtual self-paced training on the computer. <u>X hour(s)</u> before c-learning /v-learning	
 c-learning	5 day(s)	Traditional classroom or practical sessions with tutorials (TAP LAB)	
 v-learning	0 day(s)	Tutored virtual training sessions accessible via an internet connection	
MAXIMUM NUMBER OF PARTICIPANTS		12	

PUBLIC

Engineers or IT administrators

OBJECTIVES

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

- ✓ Administrate VoIP features
- ✓ Administrate SIP features
- ✓ Administrate advanced users rights
- ✓ Administrate first security level for users
- ✓ Ensure the level 2 maintenance

The « + » of this training:

Administrate the VoIP and SIP features on a running system

PREREQUISITES

To have attended the Deployment course

PROGRAM DESCRIPTION

- VoIP features
- SIP features
- Multi-tenants and multi translator
- multi-site basic services and survivability
- Advanced users rights
- Security (HTTPS, aging password, radius, trusted hosts...)
- Maintenance level 2 (alarms, traces, log files, tools)



REFERENCE

8400CAD600US

DELIVERY LANGUAGE

English (course material in English)

DURATION

 e-learning

 c-learning

 v-learning

2 days

METHODS

Virtual self-paced training on the computer

Traditional classroom

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 8

PUBLIC

Customer in charge of the Alcatel-Lucent 8400 Instant Communication Suite administration

OBJECTIVES

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

- Administrate the services: Telephony, Messaging, One number, Teamwork of the Alcatel-Lucent 8400 Instant Communication Suite
- Use the applications and the clients

PREREQUISITES

- To have Email server knowledge
- To have Windows Knowledge

8600 MY INSTANT COMMUNICATOR DEMO

- <http://myinstantcommunicator-desktop.alcatel-lucent.com/anglais>



PROGRAM DESCRIPTION

To describe the services and the modules architecture

- Telephony services
- Messaging services
- One number services
- Teamwork services

To create, modify and delete user's accounts from the Administration Tool

To configure the user parameters (password, rights)

To configure and use the different clients (My Instant Communicator...)

To setup the extensions in the mail clients

To backup and restore the databases



REFERENCE

CLI0181US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer

 c-learning

5 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Person in charge of the Alcatel-Lucent OmniTouch Contact Center Standard Edition with CCs

OBJECTIVES

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

- Understand the Contact Center function
- Describe the Alcatel CCd architecture
- Modify management parameters
- Analyse real time information
- Use the statistic reports

PREREQUISITES

- PC environment, Windows and Excel knowledge

PROGRAM DESCRIPTION

To outline the CCD architecture

To describe the CCD possibilities

To customize the agent and supervisor stations

To create user account on the CCS

To modify CCD objects from the CCS :

- pilots
- pilot statistics
- queues
- groups
- agents
- teams
- wallboards

To modify the service status :

- normal
- general forwarding
- blocked

To modify call routing and distribution rules

To set-up the calendar

To display and analyze real time information on pilots, queues, groups, agents, trunk groups

To generate statistic reports

To describe the principle of statistic reports customization with Microsoft Excel

REFERENCE

GCE0CAD100EN

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer.

 c-learning

5 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Person in charge of the Genesys Compact Edition Administration

OBJECTIVES

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

- Understand the Contact Center function
- Describe the Genesys Compact Edition principles
- Modify management parameters, configure and use VisualCC
- Display real time information and generate the statistic reports

PREREQUISITES

- PC environment, Windows and Excel knowledge.

PROGRAM DESCRIPTION

Genesys Compact Edition general overview

Start the visual CC

- Log on / Exit Visual CC
- Create User accounts & manage users rights, preferences
- Create views

Describe the call flow

Describe and manage Contact Center objects from the Visual CC

- Services et segments
- Waiting Queues and rooms
- Resource groups
- Agent, emulated agent & supervisor

Describe and manage the distribution

- Describe and manage the call routing rules
- Describe and manage the call qualification
- Set-up the calendar

Describe Agents & Supervisors features

Describe and manage the Visual IVR

- Describe the different blocks
- Manage simple scripts

Describe and manage the Interactive queuing (EWT)

Describe and manage the Individual Skill Mapping (ISM)

Describe and manage the Last Contacted Agent routing (LCA)

Output the reports

- Display real time information
- Display Quick look
- Generate predefined statistics reports
- Send reports by Email
- Describe the reports customization principle
- Describe the purge principles

Describe and manage the Wall board displayed information

REFERENCE

GCE0CAD101EN

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer.

 c-learning

2 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 12

PUBLIC

Person in charge of the Genesys Compact Edition administration

OBJECTIVES

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

- Manage the call distribution in TDM environment
- Configure voice prompts for call center presentation

PREREQUISITES

- PC environment, Windows and Excel knowledge
- To have attended the **Administration (Voice) via Visual CC** course
- To have attended the *AlcatelLucent OmniPCX Enterprise System Administration & Maintenance - Level 1* training course

PROGRAM DESCRIPTION

Describe and manage Contact Center objects from the Visual CC (TDM environment)

- Services et segments
- Waiting Queues and rooms
- Resource groups
- Agent, emulated agent & supervisor

Describe Agents & Supervisors features (TDM environment)

Assign the voice prompts used in the contact center

REFERENCE

CLIO326US

DELIVERY LANGUAGE

English (course material in English)

DURATION

METHODS

 e-learning

Virtual self-paced training on the computer

 c-learning

3 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

People in charge of administrating and operating the OmniVista 4760 accounting and performance applications

OBJECTIVES

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

- Understand the features of the Accounting and Performance application
- Modify the cost configuration
- Generate predefined reports and export the reports
- Customize the predefined reports
- Manage the accounting organization, masking profiles
- Manage the tracking application
- Manage the records cleaning
- Use the Performance application

PREREQUISITES

- To have attended "OmniPCX Enterprise System Administration & Maintenance - Level 1" training course

PROGRAM DESCRIPTION

Cost configuration

- Carrier Modification
- Add a tariff
- Add a direction

Predefined reports

- Description
- Filters modification
- Export the reports

Customization of a predefined report

Management of the organization

- Masking profiles

Configuration of the tracking thresholds

Records cleaning

Use the Performance application

- Configuration of the application
- Predefined reports

REFERENCE **CLI0327US**

DELIVERY LANGUAGE English (course material in English)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer.

 c-learning

2 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

People in charge of administrating and operating the OmniVista 4760 directory application

OBJECTIVES

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

- Understand the features of the Directory application
- Understand the company directory, the synchronization, Sets/individuals links, Directory users logins
- Understand the WEB directory, the automatic calls
- Manage the directory customization

PREREQUISITES

- To have attended "OmniPCX Enterprise System Administration & Maintenance - Level 1" training course

PROGRAM DESCRIPTION

Description of the features of the Directory application

Automatic creation of persons




Sets/individuals links

Directory users logins

WEB directory

Automatic calls

Directory customization

REFERENCE	8770CTE101	DELIVERY LANGUAGE	English (course material English)
DURATION		METHODS	
 i-learning	1 hour(s)		Virtual self-paced training on the computer. <u>X hour(s)</u> before c-learning /v-learning*
 c-learning	5 day(s)		Traditional classroom or practical sessions with tutorials (TAP LAB)
 v-learning			Tutored virtual training sessions accessible via an internet connection*
MAXIMUM NUMBER OF PARTICIPANTS	12		

PUBLIC

Technicians and Engineers in charge of the installation and the deployment of the Alcatel-Lucent OmniVista 8770

OBJECTIVES

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

- ✓ Configure carrier cost
- ✓ Manage charged items
- ✓ Configure Traffic analysis and VoIP performance
- ✓ Customize report definitions
- ✓ Ensure the daily maintenance

The « + » of this training:

The course is designed for engineers or administrators who manage the accounting, the performance and the associated reporting. It covers the set of applications required to supervise this network

PREREQUISITES




To have attended the course 8770CTE100 or the Unified management course on OpenTouch (OPENCTE101)

PROGRAM DESCRIPTION

- Accounting and Performance
- Carriers configuration
- Carriers data import and export
- Accounting Organization
- Accounting records archiving
- Traffic analysis
- VoIP Performance
- Report customization
- Tracking

* Required technical configuration for i-learning and v-learning

Access to the Business Partner Web Site (for Customer only): <https://businessportal.alcatel-lucent.com/> Internet Explorer 6 (or +) or Mozilla Firefox 3 (or+) and Adobe Flash Player 9(or +) or Acrobat Reader 9 (or +).

REFERENCE	8770CTE102	DELIVERY LANGUAGE	English (course material English)
DURATION	3 day(s)	METHODS	
 i-learning			Virtual self-paced training on the computer. <u>X hour(s)</u> before c-learning /v-learning*
 c-learning			Traditional classroom or practical sessions with tutorials (TAP LAB)
 v-learning			Tutored virtual training sessions accessible via an internet connection*
MAXIMUM NUMBER OF PARTICIPANTS	12		

PUBLIC

Technicians and Engineers , Directory administrators

OBJECTIVES

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

- ✓ Configure and customize the company directory
- ✓ Put in service the directory replication
- ✓ Use and customize the Web directory client

The « + » of this training:

The course is designed for engineers or administrators who manage the company directory.

PREREQUISITES

To have attended the course 8770CTE100 or the Unified management course on OpenTouch (OPENCTE101)

PROGRAM DESCRIPTION

- Company directory overview
- Links configuration
- Data Access rights
- Directory customization
- Web Directory client
- Click to call
- Directory replication

* Required technical configuration for i-learning and v-learning

Access to the Business Partner Web Site (for Customer only): <https://businessportal.alcatel-lucent.com/> Internet Explorer 6 (or +) or Mozilla Firefox 3 (or+) and Adobe Flash Player 9(or +) or Acrobat Reader 9 (or +).



REFERENCE

LCW403L

DELIVERY LANGUAGE

English (course material in english)

DURATION

i-learning

c-learning

v-learning

2 days

METHODS

Virtual self-paced training on the computer. X hours before c-learning /v-learning

Traditional classroom or practical sessions with tutorials (TAP LAB)

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Network planners or administrators, system administrators, LAN administrators and anyone else responsible for deploying, configuring and operating DHCP servers.

Emphasis is given to troubleshooting, so individuals who must support DHCP may be particularly interested in this offering.

OBJECTIVES

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

- Manage a DHCP server and configure it to provide static and dynamic IP addressing in routed and non-routed networks.

PREREQUISITES

- To Understand IP addressing, sub-netting, and subnet masks
- Know what parameters an IP host needs to communicate on an interconnected IP network
- Be familiar with IP routers and how packets traverse an IP network
- Be comfortable with basic system administration for the platform on which you are going to run DHCP servers



PROGRAM DESCRIPTION

Discuss the TCP/IP fundamentals related to DHCP

Describe Dynamic Host Configuration Protocol (DHCP) general operation to specific packet formats.

Describe Dynamic Host Configuration Protocol (DHCP) specific packet formats.

Install the Alcatel-Lucent DHCP server.

Configure the Alcatel-Lucent DHCP server to provide static and dynamic IP addressing in routed and non-routed networks.

Discuss DHCP troubleshooting

Discuss the DHCP integration with DNS

Discuss IPv6 with and DHCPv6



REFERENCE

LCW404L

DELIVERY LANGUAGE

English (course material in english)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer. X hours before c-learning /v-learning

 c-learning

3 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 12

PUBLIC

Network planners or administrators, system administrators, LAN administrators and anyone else responsible for deploying, configuring and operating DNS servers.

Emphasis is given to troubleshooting, so individuals who must support DNS may be particularly interested in this offering.

OBJECTIVES

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

- Set up and administer a DNS hierarchy and the supporting DNS servers.

The « + » of this training:

- This course introduces the concepts and operation of DNS and provides comprehensive explanations of everything needed to set up and administer an organization's name space.
- It combines classroom work reinforced with lab exercises. It provides attendees not only with the theory of DNS, but also gives them practice in setting up DNS servers and having them interact with other servers in the workshop. The resulting configurations represent real-world situations. The material and workshop is based on Alcatel-Lucent's version of BIND.

PREREQUISITES

- To Understand the IP protocol and LAN technologies including IP addressing and sub-netting.
- To Be comfortable with basic system administration for the platform on which you are going to run DNS servers



PROGRAM DESCRIPTION

Describe DNS domains and how they are resolved.

Describe the different types of DNS servers and how they relate to zones and domains.

Describe how the PING, NSLOOKUP and DIG commands work.

Describe the use and operation of slave servers.

Describe the role of a root name server and the types of queries used with it.

Describe how reverse zones, local zones, stub zones are used.

Describe how DNS servers cache information.

Describe how delegation works.

Describe the configuration of BIND 8 and 9 DNS servers.

Discuss the ways of controlling server operations, including firewalls, round robin, troubleshooting, and email routing.

Describe the basics of DDNS.

Discuss the basics of ENUM

Describe ACM and views

Discuss IPv6 and DNS



REFERENCE **LCW402H**

DELIVERY LANGUAGE English (course material in english)

DURATION

i-learning

c-learning

v-learning

5 days

METHODS

Virtual self-paced training on the computer. X hours before c-learning /v-learning

Traditional classroom or practical sessions with tutorials (TAP LAB)

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Engineers who are responsible to implement the VitalQIP enterprise IP management system or to administrate the IP services by VitalQIP.

OBJECTIVES

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

- Install and deploy VitalQIP features and define the interactions in an existing network.

PREREQUISITES

- To have an understanding of the networking concepts, DHCP and DNS servers.



PROGRAM DESCRIPTION

Present the VitalQIP basics

Present the Architecture overview (Hardware, Software, Databases, servers' roles, QIP services, deployment scenarios, policy files)

Discuss how to assess current environment (Microsoft DHCP, BIND DNS)

Describe the configuration Files (services policies settings (message routes, DNS update), debug policy)

Describe how to stop/start services and database

User Interface overview

DNS server

- steps needed to set up a DNS Server
- how VitalQIP handles non-managed DNS zones
- DNS Zone Report
- CLIs that are used to import data into VitalQIP
- DNS file generation process

Zones

- steps needed to define a zone profile
- how to define Primary and Secondary Servers
- Zone Options
- External Objects and Resource Records
- CLIs that work with zone profiles
- DNS Views

DHCP Servers

- steps needed to manage DHCP in addition to the IP addresses and DNS
- Identify and explain the available DHCP options
- Describe the configuration of a VitalQIP controlled DHCP Failover Server

Describe how to define Network and subnets (Reverse zones, Classless DNS)

Describe Node concept

Describe Organization concept

Describe delegation administration

Describe address reclamation

Describe general operations and troubleshooting

Describe how to extract data from DNS/DHCP

REFERENCE

LCW411LEN

DELIVERY LANGUAGE

English (course material in english)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer. X hours before c-learning /v-learning

 c-learning

2 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Individuals who have been designated by their organizations to use the VitalNET performance management product. To learn how to effectively deploy and administer VitalNet, we recommend the VitalSuite NET Admin course (LCW410L).

OBJECTIVES

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

- Acquire the knowledge of the user tasks for VitalSuite Network Performance Management Software: Understanding the VitalSuite Distributed Architecture, domains, reporting groups, data collection, heat charts, reports, graphs, operation page. Interpreting VitalNET data such as Quality Index, managing services levels and alarms. Creating reports.

PREREQUISITES

- To understand the networking concepts, including experience in a software or hardware support environment.

PROGRAM DESCRIPTION

VitalSuite Performance Management Introduction

- Measuring Performance
- Key Benefits

VitalSuite Performance Management Product Overview

- VitalSuite NET Product Details
- VitalSuite Real-time Product Details
- VitalSuite ART Product Details
- Distributed Architecture

VitalSuite Performance Management Essentials

- Web Console Basics
- Domains
- Reporting Groups

VitalSuite NET Essentials

- Data collection methods
- Prime Time and Down Time
- Viewing VitalSuite NET Standard Reports
- Heat Charts
- Operation Page
- Graphs
- User Preference

Interpreting High-level VitalSuite NET Data

- Understanding the Quality Index
- Using VitalSuite Net Heat Charts
- Using Standard Reports

Interpreting Network Management Data

- Using the My Vital and Operations Pages
- Monitoring Availability
- Monitoring Router CPUs
- Monitoring LANs
- Capacity Planning

Managing Service Levels

- Using VitalSuite NET Alarms
- Monitoring WAN Circuits
- Monitoring Frame Relay PVCs

Creating Personal Reports

- Understanding My Reports
- Creating Personal Reports



REFERENCE

LCW410LEN

DELIVERY LANGUAGE

English (course material in English)

DURATION

 e-learning

 c-learning

 w-learning

2 days

METHODS

Virtual self-paced training on the computer

Traditional classroom or practical sessions with tutorials (TAP LAB)

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Alcatel-Lucent Business Partner personnel who wish to gain post-sales qualification in order to provide tier 1 and tier 2 technical support to their customers.

Individuals who have been designated by their organizations to deploy and administer the VitalNET performance management product.

OBJECTIVES

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

- Acquire the knowledge of the user tasks for VitalSuite Network Performance Management Software: VitalNET installation, creating accounts, devices and resources discovery, scheduling Email delivery for published reports, creating new KPI, troubleshoot the system.

PREREQUISITES

- To understand the networking concepts, including experience in a software or hardware support environment.



PROGRAM DESCRIPTION

VitalSuite NET Server Administration Essentials

- Architecture Overview
- Server Set Up
- Server Requirements and Scalability
- Server Deployment

VitalSuite NET Administration Essentials

- Domain and Group Definitions
- Account Management
- Login Management

VitalSuite NET Device and Resource Discovery

- Discovery Basics and Discovery Rules
- Running Discovery
- Naming Devices and Resources
- Inventory Management

VitalSuite NET Configuration

- Bulk Data Collection
- Traffic Monitoring
- Quality Index and Thresholds
- Scheduling Network Heat Charts and Reports

VitalSuite NET Collector Administration

- Introduction to Collectors
- Flexible Key Performance Indicators
- On-Demand Aggregation
- Busy Hour
- Enabling and Disabling Collectors

VitalSuite NET System Maintenance and Troubleshooting

- Using Log Files
- Using Commands
- Common Issues
- Most important tables

Extending VitalSuite NET Data Collection Capabilities

- Collector Building Tools and Terminology
- Differences between MIBWorks GUI and MIBWorks SDK
- Introduction to DataWorks



REFERENCE

LCW406LEN

DELIVERY LANGUAGE

English (course material in English)

DURATION

 e-learning

 c-learning

 w-learning

2 days

METHODS

Virtual self-paced training on the computer

Traditional classroom or practical sessions with tutorials (TAP LAB)

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 8

PUBLIC

VitalSuite NET administrators who want to extend out-of-the-box data-collection support. Learn how to use MIBWorks R10 to define new data collection and presentation parameters for new or existing devices, proprietary MIBs, or custom performance statistics.

OBJECTIVES

This course teaches you how to use MIBWorks R10 to build and add new VitalSuite NET data collectors to help analyze and report network performance. In addition to covering the basics of SNMP and MIBs, instructors teach you how these technologies apply to MIBWorks and VitalSuite NET environments

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

- Manipulate and validate network data.
- Build and add new VitalSuite Net data collectors
- Analyze and report new network performance data

PREREQUISITES

- Understand SNMP and MIBs



PROGRAM DESCRIPTION

MIBWorks overview

SNMP overview

GUI presentation

Steps to design a new Collector

Building a new collector with basic options

Building a new collector with advanced options

MIBWorks SDK overview

Server Administration Essentials

Interface-Level Collector specifications

Circuit-Level Collector specifications

MIBWorks scripts and VitalSuite NET Database

Troubleshooting overview

REFERENCE

LCW408LEN

DELIVERY LANGUAGE

English (course material in english)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer. X hours before c-learning /v-learning

 c-learning

3 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS **12**

PUBLIC

Individuals who have been designated by their organizations to use the VitalAnalysis and VitalHelp performance management products. To learn how to effectively deploy and administer VitalAnalysis and VitalHelp, we recommend the VitalSuite APPS Administrator course (LCW409L).

OBJECTIVES

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

- Acquire the knowledge of the user tasks for VitalSuite Application Performance Management Software: VitalAgent installation, VitalHelp Remote tests, Monitoring application performance, creating personal reports.

PREREQUISITES

- To understand the networking concepts, including experience in a software or hardware support environment.

PROGRAM DESCRIPTION

VitalSuite Performance Management Overview
VitalAgent Installation
VitalAgent Automon Overview
Help Functionality Essentials
Analysis Functionality Essentials
Monitoring Overall Application Performance
Monitoring Particular Application Performance Situations
Creating and Viewing Personal Reports

REFERENCE

LCW409LEN

DELIVERY LANGUAGE

English (course material in english)

DURATION

METHODS

 i-learning

Virtual self-paced training on the computer. X hours before c-learning /v-learning

 c-learning

2 days

Traditional classroom or practical sessions with tutorials (TAP LAB)

 v-learning

Tutored virtual training sessions accessible via an internet connection

MAXIMUM NUMBER OF PARTICIPANTS 12

PUBLIC

Alcatel-Lucent Business Partner personnel who wish to gain post-sales qualification in order to provide tier 1 and tier 2 technical support to their customers.

Individuals who have been designated by their organizations to deploy and administer the VitalAnalysis and VitalHelp performance management products.

OBJECTIVES

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

- Acquire the knowledge of the administration tasks for VitalSuite Application Performance Management Software: Installation, Server Administration, VitalAgents Configuration and deployment, System Maintenance and Troubleshooting.

PREREQUISITES

- To understand the networking concepts, including experience in a software or hardware support environment.

PROGRAM DESCRIPTION

Installing Analysis, Help, and VitalAgent
Server Administration Essentials
VitalAgent Configuration Policies
VitalAgent Deployment
Open Gateways : Mail, SNMP, Remedy
VitalAgent Automon Configuration and deployment