

# Enterprise Educational Services

How to find and order trainings



January, 2010

# How to find information

The screenshot shows the Alcatel-Lucent Enterprise Solutions User Group website. The header includes the logo and the tagline "Your knowledge-building community". The navigation menu contains "About ALESUG", "Member Tools", "News & Events", "Local User Groups", and "Contact Us". The main content area is titled "Training" and features a section "Get more out of your Alcatel-Lucent applications" with a paragraph of text. Below this is a section for "Alcatel-Lucent Enterprise Educational Services presentation" with a list of items: "Brochure", "Part 1: Training for the administrator", and "Part 2: Training for the end user". Under "Course descriptions:", there is a list of links: "Training offer for end users", "Training offer for administrators", "Technology training offer", and "Global training offer". Under "Courses:", there is a list of links: "Course and registration information" and "Provisional course schedule". A sidebar on the right titled "ALESUG benefits" lists several bullet points. Two red boxes highlight the "Course descriptions" and "Courses" sections, with arrows pointing to the text "Curricula & program files" and "References, duration & delivery mode" respectively.

Alcatel-Lucent Enterprise Solutions **User Group**  
*Your knowledge-building community*

About ALESUG Member Tools News & Events Local User Groups Contact Us

Home

## Training

### Get more out of your Alcatel-Lucent applications

Are you fully leveraging your communications solutions? Learn how to get the most out of your Alcatel-Lucent applications with courses offered by Alcatel-Lucent Enterprise Educational Services. Explore course descriptions and find training sessions for end users in your organization. Register to attend a training session through your Alcatel-Lucent Business Partner or Master Distributor.

### Alcatel-Lucent Enterprise Educational Services presentation

- Brochure
- Part 1: Training for the administrator
- Part 2: Training for the end user

**Course descriptions:**

- Training offer for end users
- Training offer for administrators
- Technology training offer
- Global training offer

**Courses:**

- Course and registration information
- Course catalogue
- Provisional course schedule

**ALESUG benefits**

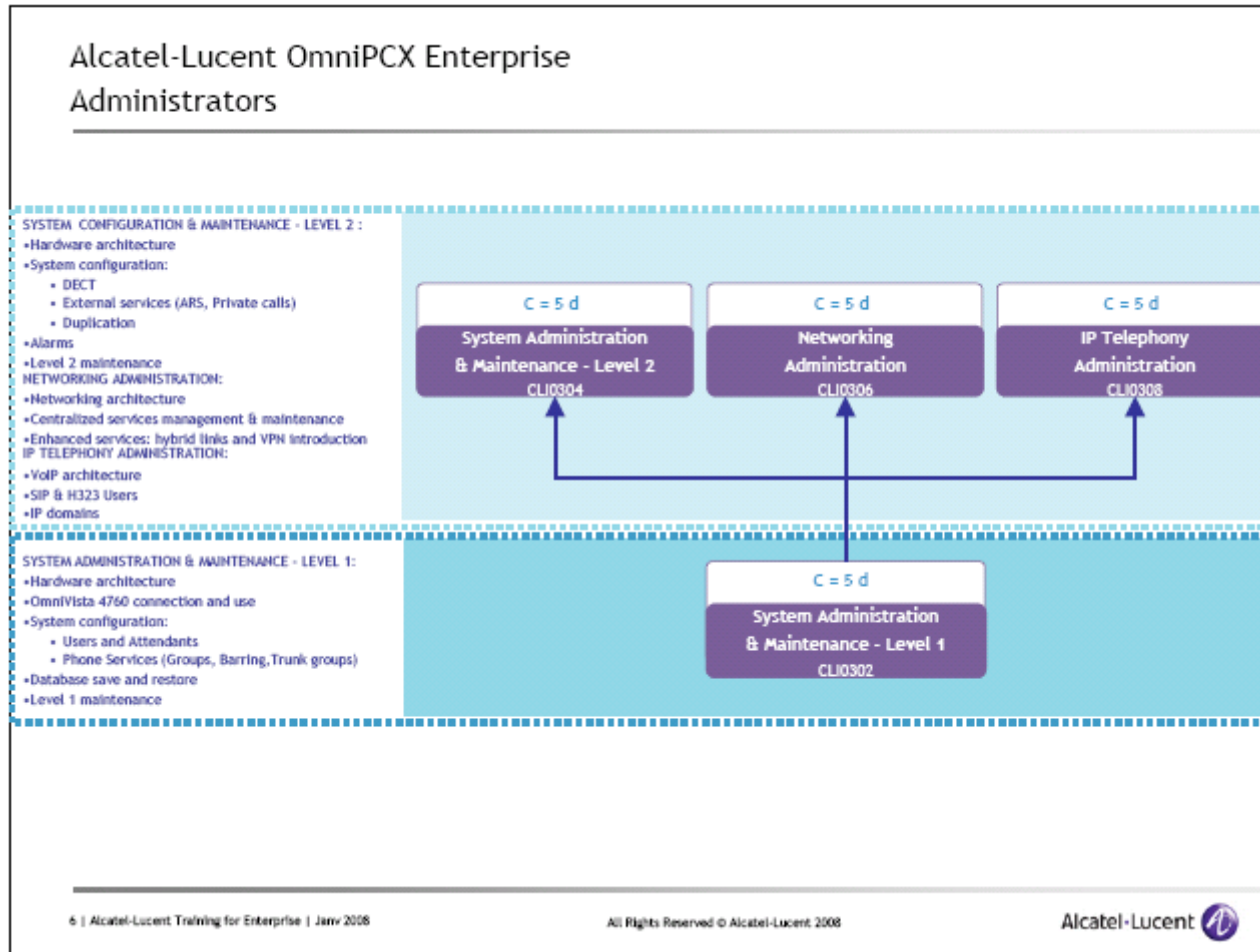
- Join an international community
- Network with peers
- Meet Alcatel-Lucent experts and executives
- Increase your knowledge
- Stay up to speed on trends in technology
- Gain a competitive advantage
- Drive innovation

Curricula & program files

References, duration & delivery mode

# Training Curriculum


- Discover the structure of our offer



# Programs sheet

## ■ Get information on:

- Duration
- Methods
- Public
- Objectives
- Prerequisites
- Program description






**Alcatel-Lucent OmniPCX Enterprise**  
System Administration & Maintenance-Level 1

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**REFERENCE** CL10302US      **DELIVERY LANGUAGE** English (course material in English)

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**DURATION**    5 days

**METHODS**  
Virtual self-paced training on the computer.  
Traditional classroom or practical sessions with tutorials (TNP-LAB)  
Tutored virtual training sessions accessible via an Internet connection

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**MAXIMUM NUMBER OF PARTICIPANTS** 12

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**PUBLIC**  
System Managers & system administrators

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**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 4750 :
  - Users
  - Trunk groups
  - Barring
  - Calls distribution
- Save & restore the database
- Ensure the level 1 maintenance of the system

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**PREREQUISITES**

- To have knowledge in Computing (Windows 2000, XP)
- To have attended the Basic Telephony (Ref. : FG00TE082US) and the Alcatel-Lucent OmniPCX Enterprise Solution Overview (Ref.: ENTPW5100US) training courses or to have equivalent knowledge

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# Extract of the course catalog

- Find the technical reference NO to be used in **Registration** and **Ordering**

ADMINISTRATORS					
39	Technical Reference	Designation	duration i-learning	duration V-learning	duration C-learning
41	<b>Alcatel-Lucent OmniPCX Enterprise</b>				
42	CLI0902	System Administration & Maintenance - Level 1			5 day(s)
43	CLI0904	System Administration & Maintenance - Level 2			5 day(s)
44	CLI0906	Networking Administration			5 day(s)
45	CLI0908	IP Telephony Administration			5 day(s)
46	<b>Alcatel-Lucent Unified Communications</b>				
47	8400CAD600	Unified Communications Administration			2 day(s)
48	<b>Alcatel-Lucent OmniTouch Contact Centers Standard Edition</b>				
49	CLI0181	CCs Administration			5 day(s)
50	<b>Alcatel-Lucent OmniTouch Contact Centers Premium Edition</b>				
51	CLI0715	OmniTouch CC Premium Edition Administration (Voice) via Visual CC			5 day(s)
52	CLI0716	OmniTouch CC Premium Edition Administration (Email) via Visual CC			2 day(s)
53	<b>Alcatel-Lucent OmniGenesys</b>				
54	SOP	Operating Customer Interaction Management Platform			5 day(s)
55	WFP	Configuring, Forecasting, and Scheduling with Workforce Manager			5 day(s)
56	<b>Alcatel-Lucent OmniVista 4760</b>				
57	CLI0326	4760 Accounting & Performance administration			3 day(s)
58	CLI0327	4760 Directory administration			2 day(s)
59	<b>Alcatel-Lucent VitalQIP IP Address Management</b>				
60	LCW402H	VitalQIP System Configuration & Administration			5 day(s)

# Extract of the course planning

- In the provisional planning, search your training per reference, dates, location and delivery language

1	Reference	Title	Starts	Ends	Location	Delivery Language
2	CLI0071FR	OmniPcx Office Administration	20/06/2008	20/06/2008	Brest, France	French
3	CLI0181FR	CCs Administration	03/11/2008	07/11/2008	Brest, France	French
4	CLI0181US	CCs Administration	21/07/2008	25/07/2008	Birmingham (Nuneaton), UK	English
5	CLI0193FR	Alcatel-Lucent OmniTouch Unified Communications - Administrator	04/09/2008	05/09/2008	Brest, France	French
6	CLI0193US	Alcatel-Lucent OmniTouch Unified Communications - Administrator	25/09/2008	26/09/2008	Brest, France	English
7	CLI0302FR	System Administration and Maintenance - Level 1	08/09/2008	12/09/2008	Brest, France	French
8	CLI0302US	System Administration and Maintenance - Level 1	15/06/2008	19/06/2008	Emirates	English
9	CLI0302US	System Administration and Maintenance - Level 1	14/07/2008	18/07/2008	Stuttgart, GERMANY	English
10	CLI0302US	System Administration and Maintenance - Level 1	21/07/2008	25/07/2008	Brest, France	English
11	CLI0302US	System Administration and Maintenance - Level 1	29/09/2008	03/10/2008	Brest, France	English
12	CLI0304FR	System Administration and Maintenance - Level 2	23/06/2008	27/06/2008	Brest, France	French
13	CLI0304FR	System Administration and Maintenance - Level 2	22/09/2008	26/09/2008	Brest, France	French
14	CLI0304US	System Administration and Maintenance - Level 2	22/06/2008	26/06/2008	Emirates	English
15	CLI0304US	System Administration and Maintenance - Level 2	14/07/2008	18/07/2008	Sydney, AUSTRALIA	English
16	CLI0304US	System Administration and Maintenance - Level 2	14/07/2008	18/07/2008	Birmingham (Nuneaton), UK	English
17	CLI0304US	System Administration and Maintenance - Level 2	21/07/2008	25/07/2008	Stuttgart, GERMANY	English
18	CLI0304US	System Administration and Maintenance - Level 2	28/07/2008	01/08/2008	Brest, France	English
19	CLI0306FR	Networking Administration	08/09/2008	12/09/2008	Brest, France	French
20	CLI0306FR	Networking Administration	06/10/2008	10/10/2008	Brest, France	French
21	CLI0306US	Networking Administration	29/06/2008	03/07/2008	Emirates	English
22	CLI0306US	Networking Administration	04/08/2008	08/08/2008	Brest, France	English
23	CLI0306US	Networking Administration	13/10/2008	17/10/2008	Sydney, AUSTRALIA	English
24	CLI0308FR	IP Telephony Administration	29/09/2008	03/10/2008	Brest, France	French
25	CLI0308FR	IP Telephony Administration	20/10/2008	24/10/2008	Brest, France	French
26	CLI0308US	IP Telephony Administration	12/08/2008	19/08/2008	Brest, France	English
27	CLI0326FR	4760 R4 Accounting & Performance administration	21/07/2008	23/07/2008	Brest, France	French
28	CLI0326FR	4760 R4 Accounting & Performance administration	06/10/2008	08/10/2008	Brest, France	French
29	CLI0326US	4760 R4 Accounting & Performance administration	13/07/2008	15/07/2008	Emirates	English
30	CLI0327FR	4760 R4 Directory administration	24/07/2008	25/07/2008	Brest, France	French
31	CLI0327FR	4760 R4 Directory administration	23/10/2008	24/10/2008	Brest, France	French
32	CLI0327US	4760 R4 Directory administration	16/07/2008	17/07/2008	Emirates	English
33	CLI0715FR	Alcatel-Lucent OmniTouch Contact Center Premium Edition - Administration (Voice) via Visual CC	16/06/2008	20/06/2008	Brest, France	French
34	CLI0716FR	Alcatel-Lucent OmniTouch Contact Center Premium Edition - Administration (Email) via Visual CC	23/06/2008	24/06/2008	Brest, France	French
35	FG00TE065FR	Introduction à la voix sur IP	23/09/2008	24/09/2008	Brest, France	French
36	FG00TE071FR	Contrôle de conformité d'un réseau VoIP	10/07/2008	11/07/2008	Brest, France	French
37	FG00TE071FR	Contrôle de conformité d'un réseau VoIP	29/09/2008	30/09/2008	Brest, France	French
38	FG00TE071US	Voice Network Compliance assessment-CL	17/06/2008	18/06/2008	Vienna, AUSTRIA	English
39	FG00TE081FR	Bases de la Sécurité Réseau	23/06/2008	25/06/2008	Brest, France	French
40	FG00TE081FR	Bases de la Sécurité Réseau	01/10/2008	03/10/2008	Brest, France	French
41	FG00TE082FR	Basic Telephony	01/09/2008	02/09/2008	Brest, France	French
42	FG00TE606FR	Unified Communication Environment	26/06/2008	27/06/2008	Brest, France	French
43	FG00TE606FR	Unified Communication Environment	03/11/2008	04/11/2008	Brest, France	French
44	FG00TE606US	Unified Communication Environment	24/07/2008	25/07/2008	Brest, France	English

# Consultancy and ordering

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FOR



PLEASE CONTACT

**Your Distributor**

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