

Arc Training - AT-PRE

Arc Pre-sales Training - 2 Day



training course outline

Pre-requisites:

Delegates will have a sound understanding of Cisco Unified CallManager IP telephony and general experience relating to telephony applications such as operator consoles, ACD and CTI would be an advantage.

Intended Audience:

This course is designed for pre-sales and SE personnel who are involved in identifying potential customer requirements and then the design of the solution which will satisfy these requirements.

Overview:

This course combines elements of both sales and technical information which will ensure that attendees will be confident in uncovering business issues and scoping a solution to address these challenges.

This course covers the entire suite of Arc applications and how that integrate with each other thus enabling delegates to offer a wider solution to the customer and so adding maximum value to the sale. You will also learn how to both present and demonstrate these applications in a customer facing sales environment

Course Content

Cisco Unified CallManager features

Issues and limitations regarding Arc/CUCM integration

Arc Enterprise Console

- Overview of features
- Setting up a simple queue

Arc Call Connect

- Product positioning
- Setting up a basic ACD

Arc Voice Connect

- In queue messaging
- AutoAttendant

Management and reporting

- Arc Supervisor
- Arc Wallboard
- Arc Call Reporting

Arc Total Info

- Directory integration
- XML/Html presentation

Arc Speech Attendant

Witness call recording

Arc Application Gateway

Taking queues out of service



North America

Allen, Texas
USA
Tel: +1 877 956 0272

**EMEA
Head Office**

Innovation House
Pincent Lane, Reading
Berkshire, RG31 4UH
United Kingdom
t: +44 (0) 118 943 9200

Asia Pacific

Sydney
Australia
Tel: +61 409 692 480

www.arcsolutions.com
