



# TRAINING CATALOG

Altitude Learning & Certification



# ALTITUDE LEARNING & CERTIFICATION

Altitude Learning & Certification provides the knowledge and experience to improve contact center performance and offer great customer experience. The offered training courses and certification paths teach contact center employees how to fully understand and master Altitude solutions, enabling companies to optimize operations, improve customer satisfaction and increase profits.



## Training delivery

Altitude Learning & Certification offers a variety of training courses, which are delivered at Altitude Software facilities, in virtual classrooms, or e-learning through the Altitude Learning Hub (<https://altitude.csod.com>). Virtual classrooms rely on cloud-based training environments and allow students to remotely attend the training courses. On-demand courses can also be provided at the customer's facilities.

## Who can apply for training

Our training approach, the delivery options, and the extensive offer of courses ensure that our provided training meets the needs of all professionals, regardless of their role at the contact center:

- Agents
- Team leaders
- Supervisors
- Operational administrators
- System administrators
- Technical support
- Developers
- Pre-sales

## Trainers

Our training consultants are selected from our most qualified staff. They combine their knowledge of Altitude solutions with their experience in training to deliver a high-quality training experience to students.

## Certification

Altitude Certified Professional (ACP) is Altitude's official certification program that recognizes and validates the expertise and skills of professionals in the use of Altitude solutions. The ACP program offers the following different certification paths:



ACP Agent



ACP Team Leader



ACP Contact Center Manager



ACP System Administrator



ACP Solutions Developer



ACP Pre-Sales



ACP Technical Support

For more information on certification, please consult the Altitude Learning Hub.

# TRAINING CATALOG

Altitude Learning & Certification courses are designed to fit the different profiles of contact center professionals.

The following tables summarize Altitude Learning & Certification's course catalog and give an overview of the requirements for each course.

## Base courses

For professionals who are starting to use Altitude solutions.

Course	Course name	Training hours	Required courses	Aimed at...
C820	Contact Center Management	30 hours	-	Supervisors and operational administrators that configure and manage the contact center.
C825	System Administration	12 hours	C820	System administrators that install and maintain servers and desktops.
C831	Agent Scripting	30 hours	C820	All developers.
C832	Automated Scripting	18 hours	C820, C831	Developers that create IVR and routing scripts.
C833	Workflow	6 hours	C820, C831	Developers that create workflow scripts.
C834	Xperience Routing	12h	-	Developers that create IVR and routing flows.

## Delta training courses

For professionals who use a previous version of Altitude solutions.

Course	Course name	Training hours	Required courses	Aimed at...
C841	Delta Training	30 hours	-	Supervisors, operational administrators, and developers who already have experience from previous versions of Altitude solutions.

## Advanced courses

Advanced courses meet specific training needs.

Course	Course name	Training hours	Required courses	Aimed at...
C851	Reporting with Altitude Xperience	12 hours	C820	Supervisors and operational administrators that need to create complex reports.
C852	Altitude Enterprise Recording for End Users	8 hours	-	Supervisors and operational administrators that need to configure and maintain Altitude Enterprise Recording.
C853	Altitude vBox and Communication Server	18 hours	C825	System administrators that need to install and configure Altitude vBox and Communication Server.
C854	Altitude Enterprise Recording Deployment	8 hours	-	System administrators that need to install and configure Altitude Enterprise Recording.

## Online courses (e-learning)

Course	Course name	Required courses	Aimed at..
OC801	Altitude Xperience Pre-Sales	C820	Sales and pre-sales teams.
OC805	Altitude Agent Desktop and Best Practices	-	Contact center agents.
OC807	Get Your Contact Center Ready for GDPR	-	DPOs, supervisors and administrators.
OC808	GDPR for Agents	-	Contact center agents.
OC810	Altitude Xperience Technical Support	C820, C825	Technical Support engineers that handle Level 1 and Level 2 tickets.
OC811	Altitude Xperience Team Leader	-	Team leaders that manage agent work and monitor campaign performance.
OC855	Altitude Reporting Database	-	System administrators that want to extract reports without impacting the Altitude solution database.

# TRAINING FOR CONTACT CENTER PROFESSIONALS

Altitude Learning & Certification’s training approach and the wide range of delivery options ensure that, regardless of the employee’s role at the contact center, Altitude has the right course options.



# Training for professionals from operations



The operations courses are suited for contact center professionals that manage contact center teams and campaigns. Team leaders and supervisors learn how to coach agents and manage campaigns. Operational administrators are taught how to create and configure contact center entities.

# Training for system administrators



System administrator courses teach how to install and update contact center servers and agent desktops, perform maintenance tasks, and configure the technical infrastructure of the contact center.



## Training for developers



The developer courses teach professionals how to use Altitude Scripting Studio and Altitude Scripting Language to implement complex flows that allow agents to handle omnichannel interactions with customers. Developers also learn how to define workflows and automate business processes.

## Training for technical support engineers



The technical support courses teach technical support engineers how to support contact centers by handling common technical questions and diagnosing and troubleshooting L1 and L2 technical problems.

## Training for pre-sales



The pre-sales courses teach professionals how to present and demonstrate Altitude solutions to prospects and how to manage the sales process by responding to RFP's. The courses also show how to design contact center solutions, from licensing up to the solution's architecture.

# ALTITUDE LEARNING & CERTIFICATION COURSES

## C820 - Contact Center Management

The Contact Center Management course teaches students how to define agent profiles and set team leader access permissions, create and interpret reports, and understand and configure more advanced contact center scenarios.

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

- Use Altitude solutions to improve contact center operations.
- Create user profiles for specific contact center tasks.
- Use Altitude Agent Desktop to handle interactions and workflow tasks.
- Create agent accounts and assign permissions.
- Create, configure, and manage campaigns for all types of media.
- Configure the Universal Queue.
- Create customized monitoring tools such as key performance indicators and reports.

## PREREQUISITES

Knowledge of the Windows Desktop environment and its applications at a user level.

## COURSE CONTENTS

C820					
Schedule	Day 1	Day 2	Day 3	Day 4	Day 5
9h00-12h30	<ul style="list-style-type: none"> <li>• Architecture Overview</li> <li>• Agent work</li> <li>• Instant messaging</li> </ul>	<ul style="list-style-type: none"> <li>• Management Portal</li> <li>• Staff and run campaigns</li> <li>• Floor plans</li> </ul>	<ul style="list-style-type: none"> <li>• Contact lists</li> <li>• Monitoring contact lists</li> <li>• Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Outbound telephony for campaigns</li> <li>• Inbound telephony for campaigns</li> <li>• Email for campaigns</li> <li>• Instant messaging for campaigns</li> </ul>	<ul style="list-style-type: none"> <li>• Audits and permissions</li> <li>• Key performance indicators</li> <li>• Leaderboards and campaign performance</li> </ul>
14h00-17h00	<ul style="list-style-type: none"> <li>• Agent email</li> <li>• Agent workflow tasks</li> <li>• Inbound agent telephony</li> <li>• Outbound calls</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching and quality</li> <li>• Inbound monitoring</li> <li>• Outbound monitoring</li> <li>• Work monitoring</li> <li>• Agent work indicators</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge base</li> <li>• Home pages</li> <li>• Campaign data</li> <li>• Agent campaigns</li> </ul>	<ul style="list-style-type: none"> <li>• Universal queue</li> <li>• Outbound rules and resubmit</li> <li>• Supervisors</li> </ul>	<ul style="list-style-type: none"> <li>• Outbound strategy</li> <li>• Report templates</li> <li>• Complex reports</li> <li>• Questions and answers</li> </ul>

# C825 - System Administration

The System Administration course teaches students how to install system components from scratch, perform bulk data operations, and do basic troubleshooting.

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

- Install Altitude solutions components and media gateways.
- Install agent desktop applications.
- Maintain and finetune the system.
- Load and export contact information.
- Identify logs and traces and solve common problems at the contact center.
- Update the server and desktop components of Altitude solutions.

## PREREQUISITES

- Course:
  - C820 - Contact Center Management.
- Knowledge of:
  - Windows Desktop environment and applications at an admin/IT level.
  - Client/server applications and TCP/IP networks.
  - Windows Server environment at an Admin/IT level.
  - Relational database concepts and SQL.
  - Contact center architecture.

## COURSE CONTENTS

C825		
Schedule	Day 1	Day 2
9h00-12h30	<ul style="list-style-type: none"> <li>• Architecture</li> <li>• Altitude uCI Server install</li> <li>• Management Portal install</li> <li>• uAgent Windows install</li> <li>• uAgent Web install</li> </ul>	<ul style="list-style-type: none"> <li>• Altitude uCI Server processes</li> <li>• Tuning and performance</li> <li>• Bulk data operations</li> <li>• Delete data</li> <li>• Maintenance tasks</li> </ul>
14h00-17h00	<ul style="list-style-type: none"> <li>• Media gateways</li> <li>• Script deployment</li> <li>• Automated Agents install</li> <li>• Workflow deployment</li> </ul>	<ul style="list-style-type: none"> <li>• Altitude Customer Care</li> <li>• Logs and traces</li> <li>• Update</li> <li>• Advanced install</li> <li>• Questions and answers</li> </ul>

# C831 - Agent Scripting

The Agent Scripting course teaches students the Altitude Scripting Language and how to use the Altitude Scripting Studio. Students learn to develop advanced agent business applications, build simple and complex flows and integrate in the script external applications or modules, such as DLLs. Students test the applications at the development workstation or connect to the server for a full integration.

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

- Transfer previous programming knowledge to Altitude Scripting Language.
- Use Altitude Scripting Language elements.
- Use the visual flow editor to design multiple node scripts.
- Use graphical input elements.
- Validate user input and create dynamic interfaces.
- Configure and generate business outcomes.
- Deploy agent scripts into production environments.
- Access SQL databases.
- Use modules and events.
- Access external programs and DLLs.

## PREREQUISITES

- Course:
  - C820 - Contact Center Management.
- Knowledge of:
  - Windows Desktop environment and applications at an admin/IT Level.
  - Windows Server environment at an admin/IT level.
  - Client/server applications and TCP/IP Networks.
  - Relational database concepts and SQL.
  - Contact center architecture.
  - Programming languages, such as C, C++, C# or Java.

## COURSE CONTENTS

C831					
Schedule	Day 1	Day 2	Day 3	Day 4	Day 5
9h00-12h30	<ul style="list-style-type: none"> <li>• Hello world</li> <li>• Basic script</li> </ul>	<ul style="list-style-type: none"> <li>• Dynamic interfaces</li> <li>• Images and changing colors</li> <li>• Tables and system cursors</li> </ul>	<ul style="list-style-type: none"> <li>• Getting help and telephony events</li> <li>• Send and receive data</li> </ul>	<ul style="list-style-type: none"> <li>• Email editor</li> <li>• Inbound email in uAgent</li> </ul>	<ul style="list-style-type: none"> <li>• SQL database</li> <li>• Advanced contact profiles</li> <li>• Nodes with parameters, multiple windows</li> </ul>
14h00-17h00	<ul style="list-style-type: none"> <li>• Contact data and errors</li> <li>• Graphical elements</li> </ul>	<ul style="list-style-type: none"> <li>• Activity outcomes</li> <li>• Business customization</li> <li>• Deploy and run a script in uAgent</li> </ul>	<ul style="list-style-type: none"> <li>• Errors in telephony actions</li> <li>• Outbound contacts</li> <li>• Predictive dial</li> </ul>	<ul style="list-style-type: none"> <li>• Inbound instant messaging</li> <li>• Advanced instant messaging (extra)</li> </ul>	<ul style="list-style-type: none"> <li>• Modules</li> <li>• External Windows DLLs</li> <li>• Advanced DLL topics (extra)</li> <li>• Questions and answers</li> </ul>

# C832 - Automated Scripting

The Automated Scripting course teaches how to use the Altitude Scripting Studio to build complex IVR and routing scripts. Students will also learn to automate and optimize the business processes of the contact center.

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

- Optimize contact center processes using IVR and routing scripts.
- Combine IVR and routing scripts with agent scripts.
- Design the flow of data in IVR and routing campaigns.
- Build advanced IVR and routing applications that automatically fetch data and optimize the work of human agents.
- Deploy IVR and routing campaigns.

## PREREQUISITES

- Courses:
  - C820 - Contact Center Management.
  - C831 - Agent Scripting.
- Knowledge of:
  - Windows Desktop environment and applications at an admin/IT Level.
  - Windows Server environment at an admin/IT level.
  - Client/server applications and TCP/IP Networks.
  - Relational database concepts and SQL.
  - Contact center architecture.
  - Programming languages, such as C, C++, C# or Java.

## COURSE CONTENTS

C832			
Schedule	Day 1	Day 2	Day 3
9h00-12h30	• IVR scripts	• IVR menus and enqueue	• Routing scripts • Advanced routing scripts
14h00-17h00	• Get digits and blind transfer	• Record	• Multimedia routing • Questions and answers

# C833 - Workflow

The Workflow course teaches students how to use the Altitude Scripting Studio to build complex workflows with integrated back-office activities. Students also learn how to test, deploy, and maintain workflows without impacting the running workflow processes.

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

- Optimize contact center processes using workflows.
- Integrate existing contact center scripts in workflows.
- Design the flow of data in workflows.
- Build complex workflows with multiple paths of execution and tasks running in parallel.
- Deploy workflows.

## PREREQUISITES

- Courses:
  - C820 - Contact Center Management.
  - C831 - Agent Scripting.
- Knowledge of:
  - Windows Desktop environment and applications at an admin/IT Level.
  - Windows Server environment at an admin/IT level.
  - Client/server applications and TCP/IP Networks.
  - Relational database concepts and SQL.
  - Contact center architecture.
  - Programming languages, such as C, C++, C#, or Java.

## COURSE CONTENTS

C833	
Schedule	Day 1
9h00-12h30	<ul style="list-style-type: none"><li>• Sequential agent workflows</li><li>• Workflow task scripts and transition points</li></ul>
14h00-17h00	<ul style="list-style-type: none"><li>• Contacts in agent workflows</li><li>• Parallel agent workflows</li></ul>



# C834 – Xperience Routing

The Automated Scripting course teaches how to use the Xperience Routing application to easily design IVR and routing flows, to use in campaigns.

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

- Optimize contact center processes using IVR and routing flows.
- Combine IVR and routing flows with agent scripts.
- Design the flow of data in IVR and routing campaigns.
- Build advanced IVR and routing flows that automatically fetch data and optimize the work of human agents.

## PREREQUISITES

- Knowledge of:
  - Altitude Xperience basic concepts
  - Contact center architecture.
  - Programming languages, such as C, C++, C# or Java
  - Relational database concepts and SQL.

## COURSE CONTENTS

C834		
Schedule	Day 1	Day 2
9h00-12h30	<ul style="list-style-type: none"><li>• Xperience Routing introduction</li><li>• Xperience Routing components</li></ul>	<ul style="list-style-type: none"><li>• IVR menus and enqueue</li><li>• Record</li><li>• Routing flows</li></ul>
14h00-17h00	<ul style="list-style-type: none"><li>• IVR flows</li><li>• Get digits and blind transfer</li></ul>	<ul style="list-style-type: none"><li>• Multimedia routing</li><li>• White and black lists</li><li>• Additional blocks</li><li>Q&amp;A</li></ul>

# C841 - Delta Training

The Delta Training course teaches the current version of the Altitude solution to students who already have experience from previous versions of Altitude solutions.

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

- Create, configure, and manage campaigns for all types of media.
- Configure the Universal Queue.
- Create customized monitoring tools such as key performance indicators and reports.
- Add instant messaging channel to contact center operations.
- Handle instant messages using an agent script.
- Understand the major changes of Altitude Scripting Language.

## PREREQUISITES

- Knowledge of:
  - Previous versions of Altitude solutions.
  - Windows Desktop environment and applications at an admin/IT level.
  - Client/server applications and TCP/IP networks.
  - Windows Server environment at an admin/IT level.
  - Relational database concepts and SQL.
  - Contact center architecture.
  - Programming in Altitude Scripting Language.

## COURSE CONTENTS

C841					
Schedule	Day 1	Day 2	Day 3	Day 4	Day 5
9h00-12h30	<ul style="list-style-type: none"> <li>• Architecture Overview</li> <li>• Agent work</li> <li>• Management Portal</li> </ul>	<ul style="list-style-type: none"> <li>• Campaign data</li> <li>• Agent campaigns</li> </ul>	<ul style="list-style-type: none"> <li>• Universal queue</li> <li>• Outbound rules and resubmit</li> <li>• Supervisors</li> </ul>	<ul style="list-style-type: none"> <li>• Leaderboards and campaign performance</li> <li>• Outbound strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Data types</li> <li>• Predefined and built-in functions</li> <li>• Contact profile and contact concepts</li> <li>• Connect to the Altitude uCI Server</li> <li>• System cursors</li> </ul>
14h00-17h00	<ul style="list-style-type: none"> <li>• Floor plans</li> <li>• Coaching and quality</li> <li>• Knowledge base</li> <li>• Home pages</li> </ul>	<ul style="list-style-type: none"> <li>• Outbound telephony for campaigns</li> <li>• Inbound telephony for campaigns</li> <li>• Email for campaigns</li> <li>• Instant messaging for campaigns</li> </ul>	<ul style="list-style-type: none"> <li>• Audits and permissions</li> <li>• Key performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>• Report templates</li> <li>• Complex reports</li> </ul>	<ul style="list-style-type: none"> <li>• Activity outcomes</li> <li>• Business status</li> <li>• Transfer data</li> <li>• Instant messaging</li> <li>• IVR - email routing</li> <li>• Questions and answers</li> </ul>

# C851 - Reporting with Altitude Xperience

The Reporting with Altitude Xperience course teaches how to generate reports and create advanced templates using Altitude Management Portal. Students also learn how to customize the view of the report output using Microsoft Excel.

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

- Generate, schedule, and publish reports.
- Use the report explorer.
- Browse the built-in report templates.
- Create report templates.
- Add data sources to a report template.
- Create data sources with business data.
- Include KPIs in the reports.
- Customize the view of the report output using Microsoft Excel.

## PREREQUISITES

- Course:
  - C820 - Contact Center Management.
- Knowledge of:
  - Windows Desktop environment and applications at a user level.
  - Relational database concepts and SQL.
  - Microsoft Excel.

## COURSE CONTENTS

C851		
Schedule	Day 1	Day 2
9h00-12h30	<ul style="list-style-type: none"> <li>• Reporting basic concepts</li> <li>• Built-in report templates</li> <li>• Generate a report</li> <li>• Schedule a report</li> <li>• Publish a report</li> <li>• Report maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced data sources</li> <li>• Custom business information</li> <li>• Cubes with business dimensions</li> <li>• Key performance indicators (KPIs)</li> </ul>
14h00-17h00	<ul style="list-style-type: none"> <li>• Report template concepts - data sources and dimensions</li> <li>• Report template concepts - indicators and filters</li> <li>• Create a basic report template</li> <li>• Add an extra data source</li> <li>• Report templates and aggregation functions</li> </ul>	<ul style="list-style-type: none"> <li>• Edit the Excel report model</li> <li>• Advanced Excel report models</li> <li>• Sample Report</li> <li>• Q&amp;A</li> </ul>

# C852 - Altitude Enterprise Recording for End Users

The Altitude Enterprise Recording for End Users course teaches students how to configure, maintain, and generate reports with Altitude Enterprise Recording. The course is delivered remotely by an English-speaking Altitude Enterprise Recording specialist.

The course contains the following training modules:

## **System Administration**

Students will learn how to perform routine system administration tasks, such as managing users and configuring customer settings.

## **Supervisory**

Students will learn how to use Retrieval to search for and play interactions and how to export interactions using various methods. The course also teaches how to create reports and how to access and modify existing dashboards.

## **Evaluation**

Students will learn how to create and use grading forms and how to create and schedule reports about the graded interactions. When possible, the instructor will use the customer's own paper or digital grading forms as a template to create new forms.

## **Analytics**

Students will learn how analytic tools, such as Box Plots, Control Charts and State Indicators, can be used to monitor KPIs.

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

- Manage Altitude Enterprise Recording users.
- Search and play recordings.
- Export recordings.
- Create reports using Retrieval.
- Access and modify existing dashboards.
- Use Box Plots, Control Charts, and State Indicators to monitor Altitude Enterprise Recording KPIs.
- Create and use grading forms.
- Create and schedule reports about the graded interactions.

## SOFTWARE REQUIREMENTS

- Altitude Enterprise Recording needs to be installed in the contact center.
- GoToMeeting or a different online meeting tool needs to be installed on the workstations of the students.
- One of the students needs to have shortcuts to Altitude Enterprise Recording. The trainer will use this student's workstation to provide the training.

## PREREQUISITES

Knowledge of Windows Desktop environment and applications at a user level.

## COURSE CONTENTS

C852		
Schedule	Modules	Contents
Day 1	System Administration (2 hours)	<ul style="list-style-type: none"> <li>• Manage Overview</li> <li>• Adding Users</li> <li>• Setting Permissions</li> <li>• Configuring Flags</li> <li>• Define Attachments</li> <li>• Screen Capture settings</li> </ul>
	Supervisory (2 hours)	<ul style="list-style-type: none"> <li>• Interface Overview</li> <li>• Call Retrieval</li> <li>• Playback Controls</li> <li>• Timeline Icons</li> <li>• Search &amp; Playback Interactions</li> <li>• Advanced Retrieval Functions</li> <li>• Dashboard Overview</li> <li>• Creating Reports</li> <li>• Saving Reports</li> <li>• Scheduling Reports</li> <li>• Screen Capture functionality</li> </ul>
Day 2	Analytics (2 hours)	<ul style="list-style-type: none"> <li>• Advanced Reporting/Dashboard Training</li> </ul>
	Evaluation (2 hours)	<ul style="list-style-type: none"> <li>• Agent Evaluator</li> <li>• Creating Grade Forms</li> <li>• Random Sampling</li> <li>• Saving and Scheduling Grade Reports</li> </ul>

# C853 - Altitude vBox and Communication Server

The Altitude vBox and Communication Server course teaches students how to install and configure Altitude vBox and how to integrate with the Communication Server.

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

- Install Altitude vBox and configure trunks, extensions, and other devices.
- Configure telephony gateways and agent campaigns for inbound and outbound, including predictive calls.
- Install the Communication Server and configure trunks, hunt groups, and IVR extensions.
- Configure telephony gateways and automated campaigns for IVR functionality.
- Install, use, and maintain Altitude Recorder.

## PREREQUISITES

- Courses:
  - C825 – System Administration.
- Knowledge of:
  - Windows Desktop environment and applications at an admin/IT level.
  - Client/server applications and TCP/IP networks.
  - Windows Server environment at an admin/IT level.
  - Relational database concepts and SQL.
  - Contact center architecture.



## COURSE CONTENTS

C853			
Schedule	Day 1	Day 2	Day 3
9h00-12h30	<ul style="list-style-type: none"> <li>• Computer telephony integration</li> <li>• vBox install</li> <li>• vBox with a third-party phone</li> <li>• vBox trunks and rules</li> </ul>	<ul style="list-style-type: none"> <li>• Routing campaigns with vBox</li> <li>• Access lines</li> </ul>	<ul style="list-style-type: none"> <li>• Communication Server install</li> <li>• Predictive dial with Communication Server</li> <li>• Inbound IVR</li> <li>• IVR enqueue</li> <li>• IVR power dial</li> </ul>
14h00-17h00	<ul style="list-style-type: none"> <li>• Upload sounds</li> <li>• vBox gateway and agent extensions</li> <li>• uAgent Softphone</li> <li>• Multi-switch transfer</li> <li>• Inbound agent campaigns with vBox</li> </ul>	<ul style="list-style-type: none"> <li>• Outbound agent campaigns with vBox</li> <li>• Predictive agent campaigns with vBox</li> <li>• Additional vBox functionality</li> </ul>	<ul style="list-style-type: none"> <li>• IVR enqueue</li> <li>• IVR power dial</li> <li>• Recorder install (extra)</li> <li>• Record and play calls (extra)</li> <li>• Recorder tuning and maintenance (extra)</li> <li>• Questions and answers</li> </ul>

# C854 - Altitude Enterprise Recording Deployment

The Altitude Enterprise Recording Deployment course teaches students how to install and configure Altitude Enterprise Recording. The course is delivered remotely by an English-speaking Altitude Enterprise Recording specialist.

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

- Configure a Windows Server for Altitude Enterprise Recording software.
- Install drivers, utilities, and third-party applications for troubleshooting Altitude Enterprise Recording.
- Install and configure Altitude Enterprise Recording.
- Integrate Altitude Enterprise Recording with Altitude Xperience.
- Test and troubleshoot.

## PREREQUISITES

- Knowledge of:
  - Windows Desktop environment and applications at an admin/IT level.
  - Client/server applications and TCP/IP networks.
  - Windows Server environment at an admin/IT level.
  - Contact center architecture.

## COURSE CONTENTS

C854		
Schedule	Topics	Contents
Day 1	Provision the Server or Virtual Machine	<ul style="list-style-type: none"> <li>• System Design and Minimum Requirements</li> <li>• Configuring Windows 2016</li> <li>• Running Windows Update</li> <li>• Configuring Local Policies</li> <li>• Adding Server Features</li> <li>• Creating User Profiles</li> <li>• Configuring Advanced System Settings</li> <li>• Creating Partitions</li> <li>• Sharing CLU and VRL folders</li> <li>• Installing Drivers and Utilities</li> <li>• AV Exclusions</li> </ul>
	Installing 3 <sup>rd</sup> -party applications	<ul style="list-style-type: none"> <li>• Installing WireShark (Passivr VoIP Recorders)</li> <li>• Installing TeamViewer</li> </ul>
Day 2	Xperience/AER Integration	
	Installing AER Software	
	Configuring AER Software	<ul style="list-style-type: none"> <li>• Verify the License</li> <li>• Configuring the Recorder</li> <li>• Configuring Recorder Channels</li> <li>• Configuring Altitude User Sync in the Connector for AER</li> <li>• Configuring Altitude Task Master</li> <li>• Configuring Alarm Monitor</li> <li>• Configuring SENDFILES</li> <li>• Configuring Users</li> <li>• Configuring Recording Groups</li> </ul>
	Installing the Browser Interface	<ul style="list-style-type: none"> <li>• Creating or Importing a Certificate</li> </ul>
	Installing Screen Capture Clients	
	Testing and Troubleshooting	<ul style="list-style-type: none"> <li>• Xperience User Sync</li> <li>• Audio Recording</li> <li>• Screen Capture</li> <li>• Browser Interface</li> </ul>

# OC801 – Altitude Xperience Pre-Sales

E-learning course

The Altitude Xperience Pre-Sales course teaches students about the capabilities and the architecture of Altitude solutions and the licensing rules.

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

- Understand the main concepts of Altitude solutions.
- Design a contact center solution with Altitude solutions.
- Understand the licensing model.
- Use the demo system and perform presentations and product demonstrations.

## PREREQUISITES

- Courses:
    - C820 - Contact Center Management.
  - Knowledge about:
    - General contact center concepts, such as inbound and outbound voice interactions, instant messaging, and email.
    - Social media.
    - Server architecture concepts and basic networking.
    - The hierarchy and functions of contact center employees.
- Knowledge of IVR is beneficial.

## COURSE CONTENTS

OC801	
Section	Contents
Altitude introduction	<ul style="list-style-type: none"> <li>• Altitude Software</li> <li>• Partner Portal and Forums</li> <li>• Live Demo</li> <li>• Altitude Concepts</li> </ul>
Altitude Xperience components	<ul style="list-style-type: none"> <li>• Altitude Components</li> <li>• Server Components</li> <li>• Gateway Components</li> <li>• Workstation Components</li> <li>• Development tools and front end</li> <li>• Connectors</li> <li>• Workflow</li> <li>• Xperience Routing</li> <li>• Business Performance</li> <li>• Campaign Optimization</li> </ul>
Altitude Multimedia	<ul style="list-style-type: none"> <li>• Altitude Dialer</li> <li>• Altitude Multimedia</li> <li>• Multimedia Integrations</li> <li>• Altitude Routing</li> </ul>
Architectures and sizing	<ul style="list-style-type: none"> <li>• Altitude Architectures</li> <li>• Voice Gateways</li> <li>• High Availability</li> <li>• Virtualization</li> <li>• Sizing</li> </ul>
Licensing and sample projects	<ul style="list-style-type: none"> <li>• Altitude Licensing</li> <li>• Altitude Projects</li> </ul>
Altitude Learning & Certification	<ul style="list-style-type: none"> <li>• Training and Certification</li> </ul>

# OC805 – Altitude Agent Desktop and Best Practices

E-learning course

The Altitude Agent Desktop and Best Practices course enables the contact center agents to make the most of Altitude Agent Desktop, and provides the best practices in handling customer interactions.

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

- Use Altitude Agent Desktop to handle interactions and workflow tasks.
- Interact with customers using the best practices in contact centers.

## COURSE CONTENTS

OC805	
Section	Contents
Altitude Agent Desktop	<ul style="list-style-type: none"><li>• Basic concepts of a contact center.</li><li>• How to handle customer interactions with uAgent.</li><li>• Identify the agent states and operations for phone calls, emails, instant messages, and workflow.</li></ul>
Agent Best Practices	<ul style="list-style-type: none"><li>• Guidelines on contact center best practices, so that agents know how to correctly handle customer interactions.</li></ul>

# OC807 – Get Your Contact Center Ready for GDPR

## E-learning course

The course “Get your Contact Center ready for GDPR” allows Data Protection Officers (DPOs), supervisors and administrators to learn about GDPR concepts and terms, their applicability to Altitude Xperience, and how to use GDPR Portal

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

- Understand what is GDPR, its scope, and implications for customers and organizations
- Configure GDPR Portal permissions for roles
- Create data privacy categories
- Configure the customer data fields in the data privacy categories
- Manage customer consents
- Manage customer forget requests
- Manage customer portability requests
- Audit consents and requests

## PREREQUISITES

- Contact center architecture.
- Knowledge of Altitude Xperience applications at a supervisor/administrator level.

## COURSE CONTENTS

OC807	
Section	Contents
Course Introduction	<ul style="list-style-type: none"> <li>• Course instructions</li> <li>• Course objectives</li> <li>• Disclaimer</li> </ul>
GDPR Overview	<ul style="list-style-type: none"> <li>• GDPR scope</li> <li>• GDPR EU individuals and rights</li> <li>• GDPR concepts and terms</li> <li>• GDPR obligations for organizations</li> </ul>
Altitude Xperience – GDPR Portal	<ul style="list-style-type: none"> <li>• What is GDPR Portal</li> <li>• Login to GDPR Portal</li> <li>• Getting Started – Welcome to GDPR Portal</li> </ul>
Role Permissions Configuration	<ul style="list-style-type: none"> <li>• Administrator permissions</li> <li>• Agent permissions</li> </ul>
Protected Data Configuration	<ul style="list-style-type: none"> <li>• Default Categories</li> <li>• Categories and Filters</li> <li>• Move Fields between Categories</li> <li>• Protected data fields in uAgent Web</li> <li>• Protected data fields in Management Portal</li> </ul>
Customer Consents Management	<ul style="list-style-type: none"> <li>• Granted Consents</li> <li>• Denied Consents</li> <li>• Consent Requests in uAgent Web</li> <li>• Customer data in Management Portal</li> </ul>
Forget Requests Management	<ul style="list-style-type: none"> <li>• New Forget Requests</li> <li>• Failed Forget Requests</li> </ul>
Portability Requests Management	<ul style="list-style-type: none"> <li>• New Portability Requests</li> <li>• Failed Portability Requests</li> </ul>
Audit	<ul style="list-style-type: none"> <li>• Audit Consents</li> <li>• Audit Requests (Portability and Forget)</li> </ul>
FAQs – Altitude Xperience and GDPR	<ul style="list-style-type: none"> <li>• FAQs about the implementation of GDPR using Altitude Xperience.</li> </ul>



# OC808 – GDPR for Agents

## E-learning course

The course “GDPR for Agents” allows agents to learn about GDPR concepts and terms, the impact of GDPR on their daily work using Altitude Xperience, and the GDPR actions that they can perform in uAgent Web.

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

- Understand what is GDPR, its scope, and implications for customers and organizations.
- Ask for the customers' consent to handle personal data.
- Manage the customers' requests for revoking consents, being forgotten by the contact center, and portability of the customers' personal data.

## COURSE CONTENTS

OC808	
Section	Contents
Course Introduction	<ul style="list-style-type: none"><li>• Course instructions</li><li>• Course objectives</li><li>• Disclaimer</li></ul>
GDPR Overview	<ul style="list-style-type: none"><li>• GDPR scope</li><li>• GDPR EU individuals and rights</li><li>• GDPR concepts and terms</li><li>• GDPR obligations for organizations</li></ul>
GDPR Impact on Agent Activities	<ul style="list-style-type: none"><li>• GDPR Impact on Agent Activities</li><li>• Best Practices for Contact Center Agents</li></ul>
Altitude Xperience and GDPR Support	<ul style="list-style-type: none"><li>• GDPR and Altitude Xperience</li></ul>
uAgent Web Actions	<ul style="list-style-type: none"><li>• uAgent Web panels and GDPR actions</li><li>• Ask Consent</li><li>• Revoke Consent</li><li>• Forget Request</li><li>• Portability Request</li></ul>

# OC810 - Altitude Xperience Technical Support

## E-learning course

The Altitude Xperience Technical Support course is an e-learning course that teaches engineers how to do Level 1 and Level 2 Technical Support.

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

- Give advice and information about the basic and advanced concepts of the Altitude server.
- Identify the internal structure and the communication flows of the Altitude server.
- Identify logs and traces for troubleshooting.
- Be autonomous in handling tickets.

## PREREQUISITES

- Courses:
  - C820 - Contact Center Management.
  - C825 - System Administration.
- Knowledge of:
  - Windows Desktop or Windows Server environment and applications at an admin/IT Level.
  - Client/server applications and TCP/IP Networks.
  - Relational database concepts and SQL.
  - Contact center architecture.

## COURSE CONTENTS

OC810	
Module	Contents
1 - Altitude Server Architecture	<ul style="list-style-type: none"> <li>• Process Architecture Overview</li> <li>• Process Architecture Detail</li> <li>• Processes Configuration</li> <li>• Processes and Interaction Flows</li> </ul>
2 - Altitude uCI Logs and Traces	<ul style="list-style-type: none"> <li>• Log Types: Log Files, Trace Files, System Events, Dump Files.</li> <li>• Trace Files: Compressed and uncompressed files.</li> <li>• Troubleshooting Profiles Config: Profiles, Trace Files and Performance issues, Dump files configuration, Performance counters, Configuration common errors.</li> </ul>
3 - Altitude Server troubleshooting	<ul style="list-style-type: none"> <li>• Altitude uCI Server Troubleshooting: Indicators, Checklist, Tools &amp; Tips</li> </ul>
4 - EASY.LOG troubleshooting	<ul style="list-style-type: none"> <li>• How to read EASY.LOG.</li> <li>• EASY.LOG Troubleshooting tools.</li> </ul>
5 - License Server troubleshooting	<ul style="list-style-type: none"> <li>• How to read License Server Logs.</li> </ul>
6 - How to troubleshoot PBX.LINK.LOG	<ul style="list-style-type: none"> <li>• How to read PBX.LINK.LOG.</li> <li>• PBX.LINK.LOG Troubleshooting tools.</li> </ul>
7 - How to troubleshoot SAM.LINK.LOG	<ul style="list-style-type: none"> <li>• How to read SAM.LINK.LOG.</li> <li>• SAM.LINK.LOG Troubleshooting tools.</li> </ul>

# OC811 – Altitude Xperience Team Leader

E-learning course

The Altitude Xperience Team Leader e-learning course focuses on the people who are the closest to contact center agents – team leaders. The course provides the necessary tools and knowledge to excel in daily activities of monitoring, supporting, and guiding agents.

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

- Use Altitude solutions to improve contact center operations.
- Create user profiles for specific contact center tasks.
- Use Altitude Agent Desktop to handle interactions and workflow tasks.
- Monitor agents, teams, campaigns, and contact lists.
- Use floor plans and alarms to view and solve problems.
- Send messages to agents.

## COURSE CONTENTS

Content
<ul style="list-style-type: none"><li>• Architecture Overview</li><li>• Agent work</li><li>• Instant messaging</li><li>• Agent email</li><li>• Agent workflow tasks</li><li>• Inbound agent telephony</li><li>• Outbound calls</li><li>• Management Portal</li><li>• Staff and run campaigns</li><li>• Floor plans</li><li>• Coaching and quality</li><li>• Inbound monitoring</li><li>• Outbound monitoring</li><li>• Work monitoring</li><li>• Agent work indicators</li><li>• Contact lists</li><li>• Monitoring contact lists</li><li>• Reports</li><li>• Knowledge base</li><li>• Home pages</li><li>• Campaign data</li></ul>

# OC855 – Altitude Reporting Database

## E-learning course

The Altitude Reporting Database e-learning course teaches students how to install and configure the Altitude Reporting Database v2. The reporting database allows users to run reporting queries over a replica of the Altitude solution main database.

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

- Understand the Altitude Reporting Database architecture
- Install and configure the Altitude Reporting Database
- Query the replication tables using the built-in data

## PREREQUISITES

- Knowledge of:
  - Windows Desktop or Windows Server environment and applications at an admin/IT Level.
  - Client/server applications and TCP/IP Networks.
  - Relational database concepts and SQL.
  - Contact center architecture.

## COURSE CONTENTS

OC855	
Module	Contents
Architecture	<ul style="list-style-type: none"> <li>• Reporting Database architecture</li> <li>• Reporting Database and replication</li> <li>• Publication guidelines</li> </ul>
Changes on business data	<ul style="list-style-type: none"> <li>• Replication database changes</li> </ul>
Reporting Database installation	<ul style="list-style-type: none"> <li>• Prerequisites installation</li> <li>• Install the Reporting Database service</li> <li>• Additional configurations</li> </ul>
Configuration file parameters	<ul style="list-style-type: none"> <li>• Windows service configuration</li> <li>• Configuration parameters</li> </ul>
Replication database tables	<ul style="list-style-type: none"> <li>• Table Groups</li> <li>• Campaign configuration</li> <li>• Agent configuration</li> <li>• Contact list management</li> <li>• Skills</li> <li>• Interaction activity</li> <li>• Logging</li> <li>• System configuration</li> <li>• Flat tables</li> </ul>

# HOW TO REQUEST TRAINING

Contact center managers, that wish to give their contact center employees hands-on training on Altitude solutions, should contact Altitude Learning & Certification using one of the following options:

<b>Altitude Learning Hub</b>	altitude.csod.com
<b>Altitude Software Website</b>	<a href="http://www.altitude.com/training-and-certification/">www.altitude.com/training-and-certification/</a>
<b>Email</b>	learning@altitude.com

Alternatively, contact your Altitude account manager or your local Altitude Software office.

Altitude Learning & Certification will be pleased to help you define the best course program that best fits your contact center needs and staff.

## Training participants and cancellation policy

Each training session has a maximum number of 10 participants.

Training sessions may be canceled if there is not a minimum of 3 participants.

Customer cancellations must be made until 2 weeks before the start of the training course.

# Altitude Software offices

Altitude Software headquarters:

Telephone: +351 21 412 98 00

Fax: +351 21 412 98 90

Email: [online@altitude.com](mailto:online@altitude.com)

Altitude Software local offices:

<b>Belgium</b>	Brussels	+32 (0)2 709 22 21	<a href="mailto:info.blx@altitude.com">info.blx@altitude.com</a>
<b>Brazil</b>	São Paulo	+55 11 3841 7100	<a href="mailto:faleconosco@altitude.com">faleconosco@altitude.com</a>
<b>Canada</b>	Ontario	+1 312 248 7425	<a href="mailto:callus@altitude.com">callus@altitude.com</a>
<b>France</b>	Paris	+33 9 73 05 28 85	<a href="mailto:info.fr@altitude.com">info.fr@altitude.com</a>
<b>India</b>	New Delhi	+91 124 429 3435	<a href="mailto:info.apac@altitude.com">info.apac@altitude.com</a>
<b>Mexico</b>	Mexico City	+52 55 8526 3246	<a href="mailto:llamanos@altitude.com">llamanos@altitude.com</a>
<b>Philippines</b>	Manila	+63 2 275 00 41	<a href="mailto:info.apac@altitude.com">info.apac@altitude.com</a>
<b>Portugal</b>	Lisbon	+351 21 412 98 00	<a href="mailto:online@altitude.com">online@altitude.com</a>
<b>Spain</b>	Madrid	+34 91 732 03 50	<a href="mailto:llamenos@altitude.com">llamenos@altitude.com</a>
<b>United Arab Emirates</b>	Dubai	+971 4 391 88 80	<a href="mailto:info.mena@altitude.com">info.mena@altitude.com</a>
<b>United Kingdom</b>	Reading	+44 (0) 1184 640 086	<a href="mailto:info.uk@altitude.com">info.uk@altitude.com</a>
<b>United States</b>	Chicago	+1 312 248 7425	<a href="mailto:callus@altitude.com">callus@altitude.com</a>



# COPYRIGHT

©Copyright 2020 Altitude Software, S.A.

All Rights Reserved

This document contains information related to Altitude Xperience software and all corresponding Documentation. No part of this documentation may be reproduced, distributed, or transmitted in any form or by any means, including copying, recording or other electronic or mechanical methods, without the prior written permission of Altitude Software, S.A, obtainable from:

Altitude Software  
Avenida do Forte, nº3 - Edifício Suécia III - Piso 1 – Fração M  
2790 - 073 Carnaxide, Portugal