STAGE2LEARNING SOLUTIONS

HCNA VC FT

Huawei Certified Network Associate Video Conference Fast Track

Duration:
5 days

Price:
€ 2,650.00 excl. VAT

Who should attend?
Those who hope to become a video conference associate
Those who hope to obtain HCNA-VC certificate

Prerequisites:
A general familiarity with PC operation system
A basic understanding of computer technology

HCNA UC Certification:
H11-851-ENU - HCNA-VC (Huawei Certified Network Associate -Video Conference)

Course Objectives:
On completion of this program, the participants will be able to:
- Describe enterprise communication concepts
- Describe contact center concepts and development history
- Describe Multimedia Contact Center services
- Describe Huawei eSpace Contact Center Solution
- Describe Huawei eSpace Contact Center architecture
- Describe Huawei eSpace Contact Center devices portfolio and single products
- Operation Huawei eSpace Contact Center monitoring and QC
- Analyze Contact Center network architecture
- Implement UAP series gateway operation and configuration
- Analyze Contact Center fundamental routing policy
- Describe Huawei CTI principle
- Implement agent service commissioning
- Describe Huawei IVR principle
- Implement automatic service commissioning
- Describe Huawei Multimedia Contact Center function and principle
- Describe Huawei Outbound system principle

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- Describe Huawei Outbound platform policy
- Describe Huawei Contact Center report system architecture
- Describe flow of original data to database
- Operate Huawei Contact Center report
- Describe Huawei Conference Recording principle
- Describe Huawei Soft Phone Recording principle
- Describe Huawei 3rd Party Recording integration principle
- Describe Huawei screen recording system principle
- Use Huawei Screen Recording System
- Use Huawei WEB QC console
- Use Huawei WEB monitoring console
- Describe Contact Center development trend and cloud Contact Center

Course Content

- Video Conference System Overview
- TP Product Introduction
- HD Series Video Conference Terminal
- Multipoint Control Unit (MCU)
- Huawei SMC1.0 System Introduction
- Huawei SMC2.0 System Introduction

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