

The background features a dark blue and green color palette with a network of glowing blue and green nodes connected by thin lines. A hand is visible holding a smartphone, which displays a similar network pattern on its screen. The logo for 'Collab Academy' is prominently displayed in the upper center. The word 'Collab' is in a white, sans-serif font, with the 'o' containing a red and grey circular graphic. A red dot follows 'Collab'. Below it, the word 'Academy' is written in a white, sans-serif font.

# Collab. Academy

**Training Sessions 2019**

# Courses



## Nubitalk Resellers

### Course Description

The Nubitalk - Resellers course presents students to Collab's cloud-based contact centre functionalities from the Reseller's perspective.

### Course Contents

OneContactPortal Overview

Create Users

Create Tenants

Create Announcements

Create Working Schedules

### Prerequisites

Basic computer science skills or Generic Microsoft applications experience

### Delivery

Instructor-led, virtual classroom, 1 online session, 2:30 hours p/session

### Schedules

	Morning Session	Afternoon Session
January 28	10:00 – 12:30 (GMT)	14:00 – 16:30 (GMT)
March 22	10:00 – 12:30 (GMT)	14:00 – 16:30 (GMT)
June 3	10:00 – 12:30 (GMT)	14:00 – 16:30 (GMT)
August 5	10:00 – 12:30 (GMT)	14:00 – 16:30 (GMT)
November 22	10:00 – 12:30 (GMT)	14:00 – 16:30 (GMT)

## Nubitalk - Inbound

### Course Description

The Nubitalk CC - Inbound course presents students to Collab's cloud-based contact centre with an overview of the creation of Inbound campaigns in Nubitalk using OneContactPortal.

### Course Contents

- Create Users (agents)
- Login on OneAgent
- Create Inbound Campaign
- Add Users
- Add Phone number (System)
- Add Channel (Audio & Video)
- Set Ready
- Make call and answer
- Configure Working hours
- Create IVR Menu

### Prerequisites

Basic computer science skills or Generic Microsoft applications experience

### Delivery

Instructor-led, virtual classroom, 1 online session, 4:00 hours p/session.

### Schedules

	Morning Session	Afternoon Session
January 29	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
March 25	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
May 27	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
July 29	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
November 25	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)



**Nubitalk - Outbound**

**Course Description**

The Nubitalk CC - Outbound course presents students to Collab's cloud-based contact centre with an overview of the creation of Outbound campaigns in Nubitalk using OneContactPortal.

**Course Contents**

- Create Users (agents)
- Login on OneAgent
- Create Outbound Campaign
- Add Users
- Configure Business Outcomes
- Create Contact rule
- Configure Contact Metadata with custom fields
- Load contacts
- Answer calls

**Prerequisites**

Basic computer science skills or Generic Microsoft applications experience

**Delivery**

Instructor-led, virtual classroom, 1 online session, 4:00 hours p/session.

**Schedules**

	Morning Session	Afternoon Session
January 30	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
March 26	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
May 28	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
July 30	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
November 26	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)



**Nubitalk – Flow Essentials**

**Course Description**

The Nubitalk CC - Flow Essentials course presents students to Collab's cloud-based contact centre with an overview of the creation of Flows in Nubitalk using OneContactPortal.

**Course Contents**

Flow Types

- Initial
- Service
- Queue
- Postcall

Simple flow nodes

- Start
- End
- Play
- Reject
- Variables

Create an Initial flow

Create a Service flow

Create a Queue flow

**Prerequisites**

Basic computer science skills or Generic Microsoft applications experience

Nubitalk CC – Inbound

Nubitalk CC - Outbound

**Delivery**

Instructor-led, virtual classroom, 1 online session, 4:00 hours p/session.

**Schedules**

	Morning Session	Afternoon Session
January 31	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
March 27	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
May 29	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
July 31	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
November 27	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)



## Nubitalk PBX

### Course Description

The Nubitalk PBX course presents students to Collab's cloud-based PBX with an overview about provisioning a tenant in Nubitalk using OneContactPortal.

### Course Contents

Case study

Concepts and terminology

Create Extension

- Reset password, Duplicate or Delete Extension
- Extension communications
- Extension Forwarding

Create Auto-attendant

Create Distribution groups

Create Announcements

Create a device

Working schedules

Create Phone number

### Prerequisites

Basic computer science skills or Generic Microsoft applications experience

### Delivery

Instructor-led, virtual classroom, 1 online session, 4:00 hours p/session.

### Schedules

	Morning Session	Afternoon Session
February 1	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
March 29	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
May 31	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
August 2	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
November 29	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)



## Nubitalk Speech Analytics & QM

### Course Description

The Nubitalk Speech Analytics & QM course presents students to Collab's cloud-based contact centre focusing on the concepts and skills needed to successfully analyze metadata extracted from voice interactions to understand your contact center and manually evaluate interactions. Students perform hands-on activities creating evaluation forms, evaluating and calibrating interactions.

### Course Contents

#### Speech Analytics

- Data Insights
- Interaction History
- Evaluation forms
- Evaluate & Calibrate Interactions
- Configurations

#### QM

- QM Overview
- GUI description
- Logins Types
- Using the Recording Search Engine
- Evaluation Form creation
- Evaluate a recording

### Prerequisites

Basic computer science skills or Generic Microsoft applications experience  
OneContact CC Essentials

### Delivery

Instructor-led, virtual classroom, 1 online session, 4:00 hours p/session.

### Schedules

	Morning Session	Afternoon Session
March 28	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
May 30	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
August 1	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)
November 28	09:00 – 13:00 (GMT)	14:00 – 18:00 (GMT)

 **OneContact CC Essentials****Description**

OneContact CC Essentials introduces students to the OneContact CC platform. This course includes the following topics: platform overview, OneAgentWeb, OneSupervisor (Supervisor's, Business administrator's, and System administrator's tasks), Visio Plugin, Quality Monitoring and Customer Interaction Hub overview. This bundle is the starting point for all other bundles.

**Contents**

OneContact CC Overview

OneAgent CC Essentials

OneSupervisor CC Essentials

OneSupervisor CC Expert

Building routing strategies and IVRs using Visio plugin

Quality Monitoring Overview (QM)

Customer Interaction Hub Overview (CIH)

**Prerequisites**

Basic computer science skills or Generic Microsoft applications experience

Basic Programming knowledge

**Delivery**

Instructor-led, classroom in Lisbon (5 days)

**Schedules**

February 4	–	February 8
April 1	–	April 5
July 1	–	July 5
September 30	–	October 4
December 2	–	December 6

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)





## OneContact CC Deployment & Troubleshoot - Part I

### Course Description

OneContact CC Deployment & Troubleshoot - Part I focuses on the concepts and skills needed to successfully plan, install, configure, and troubleshoot: a standalone OneContact CC platform, a Customer Interaction Hub platform and a Quality Monitoring platform. Students perform hands-on activities installing and configuring components.

### Course Contents

Session Initiation Protocol Concepts (SIP)

Standalone Installation

Troubleshooting and System recovery

Predictive Dialler Optimization

Screen Recording Installation

Customer Interaction Hub Installation

Quality Monitoring Installation

### Prerequisites

OneContact CC Essentials

Basic SIP Concepts

IT Administration & Contact Center administration (1 year experience)

### Delivery

Instructor-led, classroom in Lisbon (5 days)

### Schedules

February 11	–	February 15
April 8	–	April 12
July 8	–	July 12
October 7	–	October 11
December 9	–	December 13

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)



## OneContact CC Deployment & Troubleshoot - Part II

### Course Description

OneContact CC Deployment & Troubleshoot - Part II focuses on the concepts and skills needed to successfully plan, install, configure, update, and troubleshoot a high available and a hosting OneContact CC platform. Students perform hands-on activities installing and configuring components. This course includes the following topics: high availability installation, hosting, NAT, sites, Updating and Upgrading, Troubleshooting and System recovery, ACLs and security configurations.

### Course Contents

High Availability Installation (Clustering)

Hosting, NAT & Sites

Updating and Upgrading Troubleshooting and System recovery

ACLs & Security

OneAMD

### Prerequisites

OneContact CC Essentials

OneContact CC Deployment & Troubleshoot Part I

Minimum of 2 years' experience in Systems Administration

Collab's approval

### Delivery

Instructor-led, classroom in Lisbon (5 days)

### Schedules

February 18 – February 22

July 15 – July 19

October 14 – October 18

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)



## OneContact CC Application Development

### Course Description

OneContact CC Application Development focuses on developing, testing, and deploying custom agent scripts with c# and Jacada, web services to load contacts, routing strategies and IVRs with c#, excel reports and SSRS report.

### Course Contents

Building reports with Microsoft Excel

Building reports with SSRS

Loading contacts using web services (CWS)

Relational Data Model and OLAP cube structure

Building routing strategies and IVRs using Visio plugin

Building agent scripts with Jacada or SDK & COM Interop

Building agent application (OneAgent Wrapper)

### Prerequisites

OneContact CC Essentials

Experience in .NET development (One year)

Collab's approval

### Delivery

Instructor-led, classroom in Lisbon (5 days)

### Schedules

March 12 – March 16

October 15 – October 19

From 9:30 – 12:45 and 14:00 – 17:30 (GMT)

# Schedules 2019

Presential (Lisbon)	
OC:E	OneContact Essentials
OC:CC:T:I	OneContact CC Deploy & Trouble I
OC:CC:T:II	OneContact CC Deploy & Trouble II
OC:CC:AD	OneContact CC App. Development

Webinars	
N:R	Nubitalk - Resellers
N:CC:I	Nubitalk CC - Inbound
N:CC:O	Nubitalk CC - Outbound
N:CC:F	Nubitalk CC - Flow Essentials
N:PBX	Nubitalk PBX

**January**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
N:R	N:CC:I	N:CC:O	N:CC:F	N:PBX		

**February**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
OC:E					9	10
OC:CC:T:I					16	17
OC:CC:T:II					23	24
25	26	27	28			

**March**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	N:R	23	24
N:CC:I	N:CC:O	N:CC:F	N:SA	N:PBX	30	31

**April**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
OC:E					6	7
OC:CC:T:I					13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

**May**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
N:CC:I	N:CC:O	N:CC:F	N:SA	N:PBX		

**June**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
N:R	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

**July**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
OC:E					6	7
OC:CC:T:I					13	14
OC:CC:T:II					20	21
OC:CC:AD					27	28
N:CC:I	N:CC:O	N:CC:F				

**August**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			N:SA	N:PBX	3	4
N:R	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

**September**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

**October**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
OC:E					5	6
OC:CC:T:I					12	13
OC:CC:T:II					19	20
OC:CC:AD					26	27
28	29	30	31			

**November**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20		N:R	23	24
N:CC:I	N:CC:O	N:CC:F	N:SA	N:PBX	30	

**December**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
OC:E					7	8
OC:CC:T:I					14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

# Training Address

📍 **Training takes place at Novabase Headquarters**  
Av. D. João II, nº 34, Parque das Nações  
1998-031 Lisbon  
Portugal

# Collab Academy Contacts

✉ training@collab.com

☎ + 351 210 927 840

## Sales Team Contacts

**Portugal  
& Latin America**

-  
**Paulo Porto**  
Executive Global VP SALES

✉ paulo.porto@collab.com

☎ +351 917 234 824

📧 appsgporto

**Spain, North America  
& Africa**

-  
**Pedro Dias**  
VP SALES

✉ pedro.miguel.dias@collab.com

☎ +351 917 894 773

📧 pedro.miguel.dias

**Central and Northern Europe, Asia &  
Australia**

-  
**Nuno Pimentel**  
VP SALES

✉ nuno.pimentel@collab.com

☎ +351 911 893 247

📧 nuno.cunha.pimentel

## Collab Regional Offices

**Brazil**

-  
**F Brito Barros**  
Country manager

✉ brito.barros@collab.com

☎ +55 11 999874218

📧 fbarros21

**Mexico**

-  
**Miguel Garcia**  
Country manager

✉ miguel@collab.com.mx

☎ +52 55 8000 6637

☎ +52 1 55 59672009

📧 mikedharo

**Benelux**

-  
**Jean-Claude Allonsius**  
Business Development Manager

✉ jc.allonsius@collab.com

☎ +351 210 927 840

☎ +0032 475 645 413

📧 jca2308



[collab.com](http://collab.com)

#### HEADQUARTERS

Av. D. João II, N. 43, 4th floor, Parque das Nações  
1990-084 Lisbon, Portugal

**PT** +351 210 927 840 **UK** +44 2037 501244

© 2019 Collab. All rights reserved

No part of this work may be reproduced in any form or by any means - graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems - without the written permission of Collab, S.A.. Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks. While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.