

Academy for Professional Training

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Siemens Enterprise Communications

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Author: Thomas Joachim

Phone: +49 (89) 7007-24016

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Course Offerings for OpenScape Contact Center for Pre-Sales and Consulting of SEN Partners

Trainings designed to help you retain, grow, and increase customer loyalty.

Our contact center solutions will transform the way your customers communicate with their customers. The Academy for Professional Training offer tailored courses in order to develop CRM strategies and solutions designed especially for the call center environment that help your customer to retain, grow, and increase their customer loyalty. They can also help increase the productivity of your customer workforce, improve business processes, manage information easily and ensure to achieve maximum value from their investment.

Enrollment:

You can enroll with your personal MyTraining account at the homepage of the Academy for Professional Training:

Internet: <https://training.siemens-enterprise.com>

Or via your regional training manager or via email to:

training@siemens-enterprise.com

Hint: To show the course you have to be logged in first.

With best regards

Thomas Joachim
Learning Solution Manager

Your direct line to us:

Academy for Professional Training, Germany

Phone: +49 (89) 7007-27007

Fax: +49 (89) 7007-1427007

E-Mail: training@siemens-enterprise.com

Intranet: <https://training.global-intra.net>

Internet: <https://training.siemens-enterprise.com>

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OpenScape Contact Center Basics for Pre-Sales and Consulting (OCCBASSVC)

Brief description:	<p>This course is the entry course of the consultant curriculum for OpenScape Contact Center.</p> <p>The contents of the course beneath others are the functionality of the OpenScape Contact Center Routing Engine. Basic concepts for the understanding of both packages Agile and Enterprise are discussed and thus enable the students to attend the corresponding follow up courses. Besides the basic functionality the course also covers customer benefits and sales argumentation.</p>
Prerequisites:	<p>Basic knowlege of HiPath 3000, HiPath 4000 and/or OpenScape Voice</p> <p>Basic knowlege of customer care applications/solutions</p>
Type of course:	Webinar Series (Synchronous Virtual University (SVU))
Price:	690€ excl. VAT; LCP: 14
Course dates:	14-May-2013 02pm – 5pm 15-May-2013 02pm – 5pm 16-May-2013 02pm – 5pm
Time	Is related to local Munich time (CET)
Course in WEB:	OCCBASSVC → more

OpenScape Contact Center Enterprise for Consulting (OCCENTPSVC)

Brief description:	<p>This webinar series is an advanced level training for OpenScape Contact Center Enterprise for PreSales and Consulting.</p> <p>It follows the Contact Center basic training (OCCBASSCC/OCCBASSVC) and focuses on the Enterprise-specific functions of the OpenScape Contact Center solution for the large business market.</p> <p>After having attended both modules for OpenScape Contact Center Enterprise, the participant can configure a non-complex routing (media type voice) and can support sales in customer meetings by stating the customer benefits and the value proposition.</p>
Prerequisites:	<p>Participation of the course module OpenScape Contact Center Basics (OCCBASSCC or OCCBASSVC) for Consulting and its prerequisites</p>
Type of course:	Webinar Series (Synchronous Virtual University (SVU))

Price: 690€ excl. VAT; LCP: 14

Course dates: 22-May-2013 02pm – 5pm
23-May-2013 02pm – 5pm
24-May-2013 02pm – 5pm

Course in WEB: OCCENTPSVC → [more](#)

Application Design Workshop OpenScape Contact Center Enterprise for Pre-Sales and Consultants (OCCEADWSCC)

Prerequisites: Participation on course OCCBASSCC or OCCBASSVC and OCCENTPSCC or OCCENTPSVC

Brief description: Application Design Workshop (ADW) OpenScape Contact Center Enterprise is a follow up course of the curriculum for OpenScape Contact Center Enterprise. The objectives are among others planning of a Contact Center Project exemplified through OpenScape Contact Center solution, working with the ADW documents recommended by SEN and application design exemplified through the actual OpenScape Contact Center version. After completing this course the participant is able to perform an Application Design Workshop as part of the Contact Center project and knows the documents and guidelines recommended by SEN for supporting the project.

Type of course: Lecture based training

Price: 1620€ excl. VAT; LCP: 33

Course dates: 26-June-2013 (09 am) - 28-June-2013 (4:30 pm)

Course in WEB: OCCEADWSCC → [more](#)