

Atos Unify Academy

OpenScape 4000 Call Center Administration

Course code OS4ACDADM

Target Group Customers who are responsible for their company's call center operation and want more control over making changes to ACD Call routing. This includes changes to ACD Groups, Agents, Route Control Groups, Shift Sets and ACD Routing Tables.

Course language	Delivery type	Duration
English	WBT	2 hr

Learning Target

Upon completion of this course, the student will be able to:

- Identify the OpenScape 4000 ACD features
 - Identify the OpenScape 4000 ACD call process
 - Identify the tools available for making ACD changes in the switch
 - Perform ACD moves, adds, and changes in the OpenScape 4000
 - Identify the connectivity between the OpenScape 4000 and the OpenScape Contact Center Server
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Contents

This SVU On-Demand course will take approximately 2 hours to complete and will provide the tools necessary for an ACD Supervisor or System Administrator to effectively manage and maintain ACD Administration for the OpenScape 4000.

Curricula

This course is part of following curricula

- [OpenScape Contact Center Administration - North America](#)
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Comments

This course requires the AT&T Connect Participant application to run. If not already installed on your computer, you can download the Participant here: [AT&T Client Download](http://www.corp.att.com/attconnectsupport/downloads/previous/)

Further information:

Please contact us for further information or bookings:

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