Atos Unify Academy

Automatic Call Distribution in Atos Unify OpenScape 4000, ACD Principles

Course code OS4ACD1SCS

Target Group   Technicans, administrators and self maintenance

Course language	Delivery type	Duration
English	Classroom	3 days

Course description

Automatic Call Distribution in HiPath 4000, ACD Principles is a course for technicians and self maintenance. The objectives are simple and advanced ACD routing in OpenScape 4000 for the scenarios used by OpenScape Contact Center and configuring and connecting the XMU+ announcement device. As an alternative the participant learns how to provide announcements and music via SoftGate. In addition, this course gives a brief introduction into the OpenScape 4000 CSTA Server. After having completed this course, the participant fulfills the requirements for OpenScape Contact Center.

Learning Target

The participant is able to
- Configure simple and advanced ACD routing in the OpenScape 4000
- Understand the configurations and settings for OpenScape Contact Center
- Deploy music and announcements via SoftGate
- Configure OpenScape 4000 CSTA Server for OpenScape Contact Center

Prerequisites

OpenScape 4000 administration and routing

Contents

Basic ACD routing

Advanced ACD routing

Configuring announcement and music via XMU+

Configuring announcement and music via SoftGate

ACDAPP and ACD Administrator until HiPath 4000 V5

Basics of the OpenScape 4000 CSTA Server

Curricula

This course is part of following curricula

- [Curriculum for Unify OpenScape Contact Center](#)

Further information:

Please contact us for further information or bookings:

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