

Atos Unify Academy

Unify OpenScape Contact Center Basic Service Course

Course code OCCENBASCS

Target Group Partner technicians installing and maintaining OpenScape Contact Center, Unify Go technicians
Customer that maintain OpenScape Contact Center themselves

Course language	Delivery type	Duration
English	Classroom	5 days

Course description

In this course we describe the concepts and the functionalities of Unify OpenScape Contact Center, install and implement the Unify OpenScape Contact Center Main server. We establish the connectivity with the Contact Media Service (CMS) as well as Unify OpenScape Contact Center Analytics and learn the basic configuration of Unify OpenScape Contact Center for voice and callback media theoretically and practically. This includes for example configuring simple Voice Routing Strategies and Queue Processing (without accessing external databases or custom functions). Furthermore, the participant learns how to maintain, backup, patch and troubleshoot Unify OpenScape Contact Center for Voice media in a simple Windows environment. The participant is also enabled in using the Agent Portal Web for the features discussed in this course (Voice, Callback, Agent-2-Agent chat) and to work with the user and contact states of Unify OpenScape Contact Center. The coexistence of Unify OpenScape Contact Center and Unify OpenScape UC is also discussed. Optionally, the add-on Unify OpenScape Contact Center Analytics is also discussed.

Learning Target

The participant is able to:

- Describe the concepts and the functionalities of Unify OpenScape Contact Center,
- Install and Implement the Unify OpenScape Contact Center server and to establish the connectivity with the Contact Media Service (CMS) and Unify OpenScape Contact Center Analytics,
- Do the basic configuration of Unify OpenScape Contact Center for voice media,
- Do the basic configuration of Unify OpenScape Contact Center for callback media,
- Configure simple Voice Routing Strategies and Queue Processing (without accessing external databases or custom functions),
- perform tasks like maintain, backup, patch and troubleshoot Unify OpenScape Contact Center for voice and callback media in a simple Windows environment.
- Use and use and explain the Agent Portal Web capabilities for the features discussed in this course (Voice, Callback, Agent-2-Agent Chat).
- Work with the user and contact states of Unify OpenScape Contact Center.

Prerequisites

Good knowledge of

- Windows server
- A communication platform (Unify OpenScape Voice, 4000 or Business)
- Multiline Hunt Groups in Unify OpenScape Voice
- UCD functionality in Unify OpenScape Business
- ACD functionality and CSTA server in Unify OpenScape 4000

Basic Knowledge of

- openSUSE Linux

Contents

Upgrade from earlier versions to Unify OpenScape Contact Center

Overview Unify OpenScape Contact Center

Licensing of Unify OpenScape Contact Center, obtaining licenses from CLS, licensing for Contact Media Service (CMS)

Configuration of a communication platform of your choice - with practical exercises

Installing and configuring CMS V10 - with practical exercises

Preparing Windows Server for the installation of Unify OpenScape Contact Center - with practical exercises

Installing Unify OpenScape Contact Center Main Server - with practical exercises

Implementing Unify OpenScape Contact Center in a simple windows environment - with practical exercises

Basic Configuration of Unify OpenScape Contact Center for "Voice" media - with practical exercises

Basic Configuration of Unify OpenScape Contact Center for "Callback" media - with practical exercises

Optional: Installing Unify OpenScape Contact Center Analytics - with practical exercises

User handling with the Agent Portal Application of Unify OpenScape Contact Center (Voice, Callback, Agent-2-Agent chat) - with practical exercise

Backups - with practical exercises

Diagnostic files, maintenance, and automated patches - with practical exercises

Curricula

This course is part of following curricula

- [Curriculum for Unify OpenScape Contact Center](#)
- [OpenScape Contact Center for Service - North America](#)
- [Implementation & Support Expert Unify OpenScape Contact Center](#)

Tests and Certificates

This course prepares following certification:

- [Implementation & Support Expert Unify OpenScape Contact Center](#)

Comments

It is essentially for the understanding of this course, that the participant knows the ACD, UCD or hunt group routing mechanisms of his communication platform.

Product Version: OSCC V10 R1 FR2.

Offers

This course is the first part on the learning path to the certificate "Unify Certified Implementation and Support Expert Unify OpenScape Contact Center".

Further information:

Please contact us for further information or bookings:

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Website <http://www.unify.com/academy>