

# Unify Academy

## Mitel OpenScape Contact Center Advanced Service Course

**Course code** OCCENAVSCS

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

Course language	Delivery type	Duration
English	Classroom	5 days

### Course description

In this course we explain skills-based routing and configure it in practical exercises. Complex voice media routing scenarios with Custom Functions and Call Director components will be discussed and configured including routing scenarios with database components. Participants will also be enabled to work with multitenant systems and with different time zones and with Multiple Contact Handling. The media types e-mail, web interaction (including web collaboration, web callback and VXML and the Web Interaction REST SDK) and OpenMedia (including Facebook and Twitter connector) will be explained and configured in practical exercises. Handling of contacts of these media types with the Agent Portal Web application is also part of the training. Further more we discuss the following topics: Integration with Mitel OpenScape FM, IT-security, auxiliary servers and interfaces.

### Learning Target

The participant is able to:

- Configure and explain Skills-Based Routing.
- Design complex Voice media routing scenarios with Custom Functions, Database components and Call Director components.
- Work with multi tenant systems.
- Work with different time zones.
- Configure contact routing for e-mail media.
- Work with the e-mails tools in the Agent Portal Web.
- Install the default samples for web interaction.
- Install the components of the Web Interaction REST SDK.
- Configure contact routing for Web Collaboration media
- Handle web interaction contacts with the Agent Portal Web
- Configure contact routing for OpenMedia
- Handle OpenMedia contacts with the Agent Portal Web.
- Configure the Facebook or Twitter connector.
- Integrate Mitel OpenScape Contact Center with Mitel OpenScape FM.
- To implement IT-Security within Mitel OpenScape Contact Center
- To work with auxiliary servers

- The participant knows as an overview what possibilities are provided by interfaces to customize Atos Mitel OpenScape Contact Center.

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## Prerequisites

Course OCCENBASCS or equivalent knowledge

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## Contents

Configuring Skills-Based Routing, Skill Scoring, Call Distribution Scenarios - with practical exercise.

Designing complex routing scenarios for Voice media, including Call Director, Custom Functions and Data Directed Routing - with practical exercises.

Multi tenancy.

Multiple time zones.

Configuring connectivity with a corporate e-mail server, routing and scenarios for e-mail media - with practical exercise.

Handling e-mails with Agent Portal Web - with practical exercise.

Installing the components for Web Interaction - with practical exercise.

Installing the Web Interaction REST SDK package - with practical exercise.

Configuring the routing of Web collaboration contacts - with practical exercise.

Handling web collaboration contacts with Agent Portal Web - with practical exercise.

Configuring the routing of OpenMedia contacts - with practical exercise

Handling OpenMedia contactswith Agent Portal Web - with practical exercise.

Multiple Contact Handling.

Configuring the Facebook and the Twitter connector.

Additional web interaction features: Web callback and VXML.

Windows Policies, Implementing IT Security within Mitel OpenScape Contact Center - with practical exercise.

Auxiliary Server - with practical exercise.

Integrate Mitel OpenScape Contact Center with Mitel OpenScape FM - with practical exercise.

Overview on Interfaces.

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## Curricula

This course is part of following curricula

- [Curriculum for Mitel OpenScape Contact Center](#)
  - [OpenScape Contact Center for Service - North America](#)
  - [Implementation & Support Expert Mitel OpenScape Contact Center](#)
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## Tests and Certificates

This course prepares following certification:

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

It is mandatory that you have a valid MyTraining account, and, that you remember your password. This is needed for the exam at the last day of this course.

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## Offers

This course is the second part of the education to the certificate "Mitel Certified Implementation and Support Expert Mitel OpenScape Contact Center".

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## Further information:

Please contact us for further information or bookings:

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