Atos Unify Academy

Unify OpenScape Contact Center Reporting

Course code OCCENRESCS

Target Group   Application specialists

Consultants

Customers

Course language	Delivery type	Duration
English	Classroom	4 days

Course description

The participant is able to perform the reporting configuration in Unify OpenScape Contact Center, to work with performance routing and to understand the report types in Unify OpenScape Contact Center: Real-time, cumulative, activity, and historical reports, especially to configure and run Unify OpenScape Contact Center reports, including sending historical reports via e-mail. The course deals with the influence of different time-zones on Unify OpenScape Contact Center reports, with data retention periods and with user and contact states. Moreover we discuss intensivly to evaluate the peg-count in Unify OpenScape Contact Center reports, how to reproduce the calculation of performance statistics in Unify OpenScape Contact Center reports and how to understand the time statistics in Unify OpenScape Contact Center reports. Additionally, the course explains the basic structure of the Unify OpenScape Contact Center database, how to establish an ODBC connection with the Contact Center database and how to interpret the data shown in Unify OpenScape Contact Center reports.

Learning Target

The participant is able to:
- perform the reporting configuration in Unify OpenScape Contact Center
- work with performance routing
- understand the report types in Unify OpenScape Contact Center: Real-time, cumulative, activity, and historical reports
- configure and run Unify OpenScape Contact Center reports, including sending historical reports via e-mail
- understand the influence of different time-zones on Unify OpenScape Contact Center reports
- understand and configure data retention periods
- understand user and contact states
- evaluate the peg-count in Unify OpenScape Contact Center reports
- reproduce the calculation of performance statistics in Unify OpenScape Contact Center reports
- understand the time statistics in Unify OpenScape Contact Center reports
- understand the basic structure of the Unify OpenScape Contact Center database
- establish an ODBC connection with the Unify Contact Center database

- interpret the data shown in Unify OpenScape Contact Center reports

Prerequisites

Expert knowledge of Unify OpenScape Contact Center on a configuration an administration level (i.e. no installation knowledge is needed), e.g. from the courses OCCENBASCS and OCCENAVSCS or adequate knowledge from a consulting or administration training.

Contents

Reporting configuration in Unify OpenScape Contact Center

Performance routing

Report types in Unify OpenScape Contact Center: Real-time, cumulative, activity, and historical reports

Configuring and running Unify OpenScape Contact Center reports, including sending historical reports via e-mail

Multiple time-zones in Unify OpenScape Contact Center

Data retention periods

User and contact states

Peg-count in Unify OpenScape Contact Center reports

Performance statistics in Unify OpenScape Contact Center reports

Time statistics in Unify OpenScape Contact Center reports

Basic structure of the Unify OpenScape Contact Center database

Establishing an ODBC connection with the Unify Contact Center database

Interpreting the data shown in Unify OpenScape Contact Center reports

Curricula

This course is part of following curricula
- Curriculum for Unify OpenScape Contact Center

Further information:

Please contact us for further information or bookings:

Email   academy.exc@atos.net

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