

Atos Unify Academy

Atos Unify OpenScope Contact Center Networking for Service

Course code OCCENNESCS

Target Group Application specialists

Course language	Delivery type	Duration
English	Classroom	3 days

Course description

Networked contact center with OpenScope Contact Center is a course for application specialists. The objectives are among others configuration of OpenScope Contact Center for networked contact centers, scheduling historical reports from a Central Report Server and monitoring the network traffic and the status of the individual sites using the OpenScope Contact Center Manager application. After completing this course, the participant is able to install and maintain a Central Report Server, to schedule net wide reports and to monitor the network traffic and the status of the individual sites using the OpenScope Contact Center Manager application.

Learning Target

The participant is able to:

- Configure OpenScope Contact Center for networked call centers
 - Install and maintain a Central Report Server
 - Schedule net wide reports using the OpenScope Contact Center Manager application
 - Monitor the network traffic using the OpenScope Contact Center Manager application
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Prerequisites

Installation and configuration of OpenScope Contact Center as covered by the courses OpenScope Contact Center Basic Service (OCCENBASCS) and OpenScope Contact Center Extended Service (OCCENAVSCS).

Contents

Configuration of OpenScope Contact Center for networked contact centers

Installation and maintenance of a Central Report Server

Scheduling historical reports from a Central Report Server

Monitoring the network traffic and the status of the individual sites using the OpenScope Contact Center Manager application

Further information:

Please contact us for further information or bookings:

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