

Atos Unify Academy

OpenScape Contact Center V8 Manager

Course code OCCV8MAN

Target Group This course is recommended for Contact Center System Administrators, Managers, and Supervisors. This course is also recommended for OpenScape Contact Center V8 Designers.

Course language	Delivery type	Duration
English	Virtual Classroom	5 days

Learning Target

***** EFFECTIVE MARCH 20, 2017 THIS COURSE IS REPLACED BY THE "OCCADMIN" COURSE CODE. ALL FUTURE ENROLLMENTS WILL BE DONE UNDER THE NEW CODE. Click here to view the course description: <https://academy.unify.com/enweb/beschreibung1.jsp?Course=BAACLHQ&ctry=US/>>OCCADMIN

Upon completion of this course, the student will be able to perform the following tasks:

- Describe the features of OpenScape Contact Center V8 Manager for Group based and Skills based Routing
- Access and log on to the Manager Application
- Identify the icons on the Toolbar and use the Menu bar to access information in the Manager Application
- Identify and configure the components related to Users, Skills, Groups, Virtual Groups and the Client Desktop application in the Administration Center
- Identify the Switch Resources and Config Synchronization configured in the Telephony Center
- Identify and configure the Destinations and Views used to display Real-Time information on the Broadcaster and Wallboards using the Broadcast Center
- Identify and configure the components used to configure the Routing Strategy and the Queue Processing flows in the Design Center.
- Identify and configure the Components used for Call Director.
- Identify and configure the components and resources used to process Callbacks
- Request and configure Real-Time, Cumulative, and Historical Reports using the Report Center
- Request Activity Reports for Users, Source and Scheduled Callbacks

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Prerequisites

Student requirements are as follows. If you are installing or have installed:

- OSV - There are no additional prerequisite courses if you have Contact Center installed on the OSV solution.
- HiPath 4000/OpenScape 4000, you are required to have taken OS4ACDADM - OpenScape 4000 ACD Administration. This course also covers the HiPath 4000. The OS4ACDADM is available to enrollees of the OCCV8MAN at no charge.

It is recommended that the student also:

- Read and be familiar with the OpenScape Contact Center V8 Overview Guide
- Have a good understanding of your company Contact Center Operation

Contents

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This instructor led webinar course will be delivered in 4 to 5 hour session for 5 consecutive days. This course is designed for Contact Center System Administrators, Managers, Supervisors and Designers who need a better understanding of OpenScape Contact Center V8 Manager. This course describes in detail the common features for OpenScape Contact Center V8 Manager. The student will complete configuration tasks in the Manager Application for contact centers using Group Based Routing and Skills Based Routing. This course is also applicable for HiPath Procenter V7 customers.

Comments

This course does NOT include Reporting Analysis - this can be found in OCCV8REP

This course does NOT include configuration information on E-mail, Chat, Networking, Central Reporting, or Multi-Tenancy.

This course does NOT include the Advanced Features using Contact Data or Directories

This course applies to V7, V8 and V9 customers.

Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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