Atos Unify Academy

OpenScape Contact Center V8 Reports

Course code OCCV8REP

Target Group This course is recommended for Contact Center Managers, Supervisors and OpenScape Contact Center Designers

Course language	Delivery type	Duration
English	Virtual Classroom	2 days

Course description

This instructor led webinar course contains Report Analysis information for OpenScape Contact Center V8.

Learning Target

***** EFFECTIVE MARCH 20, 2017 THIS COURSE IS REPLACED WITH THE "OCCREPORTS" COURSE. ALL FUTURE ENROLLMENTS WILL BE DONE UNDER THE NEW CODE. Click here to view the course description: OCCREPORTS

At the completion of this course, the student will be able to complete the following tasks:

- Describe the effect of configuration changes on the OpenScape Contact Center.
- Define Terms associated with OpenScape Contact Center.
- Request Historical, Real-time, Cumulative and Activity Reports from OpenScape Contact Center Manager using report templates.
- Select data for Custom Reports using Manager Application of OpenScape Contact Center.
- Describe the data for managing a contact center that can be found on the OpenScape Contact Center

Prerequisites

It is recommended but NOT required that the student have attended one of the following courses:
- HPPC70MAN -OpenScape Contact Center V7.0 R3 and HiPath ProCenter 7.0 Manager with Skills or Group Based Routing.
- OSCCADMIN - OpenScape Contact Center V7.0 R3 /V8 Manager -SVU or
- OCCV8MAN - OpenScape Contact Center V8 Manager

The student should also be familiar with their company Service Obectives and Routing Strategy and Queue Processing Workflows

Contents

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This instructor led webinar course will be delivered in 4 to 5 hour session for 2 consecutive days.

This course is designed to provide an understanding of the Report Center in the OpenScape Contact Center V8 Manager application.

This course will explain the benefits of the Reports as a tool to better manage the Contact Center and provide an explanation of the fields on the report templates.

Comments

Prior to attending this instructor led webinar course you may be required to download and print the Student Guide.

Students attending this course should have access to the OpenScape Contact Center V8 Manager Application for completing instructor guided exercises.

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