

Unify Academy

Learn, change, succeed.

OpenScape Contact Center Basics for Pre-Sales and Consulting

Course code OCCBAS1SVC

Target Group Consultants

Course language

English

Delivery type

Virtual Classroom

Duration

2 days

Course description

This course is the entry course of the consultant curriculum for OpenScape Contact Center. The contents of the course beneath others are the functionality of the OpenScape Contact Center Routing Engine. Basic concepts for the understanding of package Enterprise are discussed and thus enable the students to attend the corresponding follow up course. Besides the basic functionality the course also covers customer benefits and sales argumentation. Prerequisites are basic knowledge of OpenScape 4000 and/or OpenScape Voice and knowledge about Customer Care Applications.

Learning Target

knows the basic concepts and applications of a Contact Center Solution

- gets an overview of features and packages of OpenScape Contact Center and its positioning
- knows customer benefits and the corresponding argumentation for the sales process

Prerequisites

Basic knowledge of OpenScape 4000 and/or OpenScape Voice

Basic knowledge of customer care applications/solutions

Contents

Contact Center basics

Overview Contact Center Portfolio and its positioning

Basic concepts of OpenScape Contact Center

Overview Enterprise licensing concepts

Manager Application (Admin-, Broadcast-, Report-, Design- and Telephony- Center)

Client Applications via Java and Web

Concepts Voice- Callback- and Email-Routing

Application Server Deployment and Single-Sign-On

Overview Reporting

Overview Interfaces (LDAP, IVR-API, VoiceXML, Screen Pop API and SDK)

Security Concepts (Backup, Firewall, Security Policies)

Upgrade / Migration concepts for existing systems

Curricula

This course is part of following curricula

- [Unify Technical Sales Expert OpenScape Contact Center](#)
 - [Unify Technical Sales Expert OpenScape Contact Center](#)
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Tests and Certificates

This course prepares following certification:

- [Unify Technical Sales Expert OpenScape Contact Center](#)
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Comments

This course provides common basics for the understanding of the package Enterprise which are required to participate the follow up course module OpenScape Contact Center Enterprise (OCCENTPSCC).

Further information:

Please contact us for further information or bookings:

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