

# Atos Unify Academy

Atos Unify OpenScape Contact Center Basics for Pre-Sales and Consulting

---

**Course code** OCCBAS1SVC

---

**Target Group** Consultants

---

Course language	Delivery type	Duration
English	Virtual Classroom	2 days

## Course description

This course is the entry course of the consultant curriculum for Atos Unify OpenScape Contact Center. The contents of the course beneath others are the functionality of the Atos Unify 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 Atos Unify OpenScape 4000 and/or Atos Unify 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 Atos Unify OpenScape Contact Center and its positioning
  - knows customer benefits and the corresponding argumentation for the sales process
- 

## Prerequisites

Basic knowledge of Atos Unify OpenScape 4000 and/or Atos Unify OpenScape Voice

Basic knowledge of customer care applications/solutions

---

## Contents

Contact Center basics

Overview of the Atos Unify OpenScape Contact Center Portfolio and its positioning

Basic concepts of Atos Unify 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

- [Curriculum for Atos Unfy OpenScape Contact Center for Solution Architect/Consultant](#)
  - [Technical Sales Expert Atos Unify OpenScape Contact Center](#)
- 

## Tests and Certificates

This course prepares following certification:

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

## Comments

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

---

## Further information:

Please contact us for further information or bookings:

Email            academy.exc@atos.net

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