Atos Unify Academy

Unify OpenScape Contact Center Enterprise for Solution Architects

Course code OCCENTPSVC

Target Group   Solution Architects

Course language	Delivery type	Duration
English	Virtual Classroom	2 days

Course description

This course is the advanced part of Solution Architect training for Unify OpenScape Contact Center. The participant learns about the concepts, applications, implementation and integration capabilities of Unify OpenScape Contact Center Enterprise, including skill-based routing, multimedia, social media, and AI integration.

Learning Target

knows the concepts, applications and integration possibilities of Unify OpenScape Contact Center Enterprise Version

- knows the features of the solution and its connection with Unify OpenScape 4000 and Unify OpenScape Voice
- is familiar with Skill Based Multimedia Routing and can configure simple Routing Strategies for mediatype voice
- knows the implementation framework for Unify OpenScape Contact Center (OSCC) Enterprise

Prerequisites

Participation of the course module Unify OpenScape Contact Center Basics for Solution Architects (OCCBAS1SVC) and its prerequisites

Contents

Overview and repetition of the basic concepts of Unify OpenScape Contact Center

Features of Unify OpenScape Contact Center Enterprise

Skill Based Multimedia Routing (Voice, Callback, Email, Chat, OpenMedia)

Integration with Unify OpenScape 4000 and Unify OpenScape Voice

Outbound and WebChat Routing

OpenMedia and Chatbot

High Availability and Central Reporting Server

Multitenancy and Redundancy

Call Director and Contact Media Service

Overview of integration interfaces and Professional Services

Implementation framework for Unify OpenScape Contact Center Enterprise

Marketing structure of Unify OpenScape Contact Center Enterprise

Practical exercise for Routing configuration

Curricula

This course is part of following curricula
- [Curriculum for Unfy OpenScape Contact Center for Solution Architect/Consultant](#)
- [Technical Sales Expert Unify OpenScape Contact Center](#)

Tests and Certificates

This course prepares following certification:
- [Technical Sales Expert Unify OpenScape Contact Center](#)

Comments

This course (2 days or 4x3h SVU) is a follow up module of the course Unify OpenScape Contact Center Basics for Consulting.

Further information:

Please contact us for further information or bookings:

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