Atos Unify Academy

OpenScape Contact Center V8 E-mail and Web Collaboration

Course code OCCV8EWC

Target Group   This course is designed for Contact Center System Administrators, Managers and Supervisors who need a better understanding of the configuration for E-mail and Web Collaboration in the OpenScape Contact Center V8 Manager.

Course language	Delivery type	Duration
English	WBT	1 day

Learning Target

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

- Describe the E-mail and Web Collaboration Features in OpenScape Contact Center.
- Identify, describe and configure the System Settings for E-mail and Web Collaboration in Tools/Options.
- Identify, describe and configure the features in the Administration Center associated with Agents, Groups, Skills, and Desktop that apply to E-mail and Web Collaboration.
- Identify, describe and configure the components, resources and tasks for configuring the E-mail and Web Collaboration contact workflows in the Design Center of the OpenScape Contact Center Manager Application.

Prerequisites

Students are required to have attended one of the following courses:

- OCCV8MAN - OpenScape Contact Center Agile/Enterprise Manager or equivalent

Contents

The primary objective of this on demand course is to familiarize the students with the configuration process for designing workflows associated with E-mail and Web Collaboration contacts. To meet this objective the students will be introduced to the system settings, the Design Center Components and the features required in the Agent configuration for E-mail and Web Collaboration.

Curricula

This course is part of following curricula

- [OpenScape Contact Center Administration - North America](#)

Further information:

Please contact us for further information or bookings:

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