

Atos Unify Academy

Unify OpenScape Business Contact Center

Course code OBUCCADSCS

Target Group Service, Service-Partners, IT-Technicians, OpenScape Business Technicians

Course language	Delivery type	Duration
English	Classroom	3 days

Course description

The Unify OpenScape Business Contact Center Course is a course for service personnel. The course contents include the explanation of the operating principles and features of the Contact Center in Unify OpenScape Business. After completing the course the participants can configure customer requirements for Unify OpenScape Business Contact Center to implement configurations and that take them into operation and explain the functions to the customer.

Learning Target

The participant is able to

- startup and configure the features of the Unify OpenScape Business Contact Center
 - configure extended Application features for the Contact Center
 - do extended configuration for the Contact Center
 - generate standard reports with my Agent or myReport Client
 - use the myAgent application
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Prerequisites

Mandatory to get admission to this course for Unify OpenScape Business technicians:

- Unify OpenScape Business Basic Course (OBUBASISCS)
 - Unify OpenScape Business Unified Communication suite (OBUUCSUSCS)
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Contents

Overview of the features of the contact center and its clients

Declaration of the operating principles of the Contact Centers

Configuration and usage of:

- Unify Open Scape Business Contact Center
 - myAgent / agent workplace
 - Contact Center Wallboard
 - myReports / reporting tool
 - Fax and E-Mail to Contact Center Queue
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Exemplary description of the standard reports from myAgent and myReports

Practical exercises on the implementation of customer requirements in Unify OpenScape Business Contact Center Configurations

Curricula

This course is part of following curricula

- [Curriculum for Unify OpenScape Business](#)
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Comments

The prerequisites of the course are necessary for a successful course participation, please do the qualification-test in advance!

The acquired knowledge will be reviewed by a final test.

Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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