Atos Unify Academy

Atos Unify OpenScape Enterprise express Contact Center part

Course code OEEOCC1SCS

Target Group Technicians

Administrators

Advanced supervisors

Course language	Delivery type	Duration
English	Classroom	4 days

Learning Target

Enabling participants in:
- understanding concepts of and functionality provided by OpenScape Contact Center
- configuring the routing for voice media in the communication platform and in OpenScape Contact Center
- working with Call Director steps during routing and queue processing
- working with contact data and including database functions during routing and queue processing
- scheduling, running and viewing reports
- working with the client desktop application
- integrating an LDAP directory and OpenScape UC presence states
- configuring wallboards
- using skills based routing
- configuring, scheduling and handling callbacks
- configuring the routing for e-mails and handling e-mails
- configuring the routing for web collaboration and handling web collaboration
- understanding the functionality provided by the various interfaces of OpenScape Contact Center
- running basic maintenance tasks like backup and restore

Prerequisites

Knowledge of the Server operating system Windows Server

Course OEEINSTSCS OpenScape Enterprise Express Installation and Provisioning

Contents

Concepts of and functionality provided by OpenScape Contact Center

Voice media routing

Call Director steps

Contact data and database functions

Elements of reporting

Client desktop application

LDAP directory and OpenScape UC presence integration

Wallboards

Skills based routing

Callback media

E-mail media

Web collaboration media

Interfaces of OpenScape Contact Center

Basic maintenance tasks

Curricula

This course is part of following curricula
* [Education Path for Atos Unify OpenScape Enterprise Express](#)

Further information:

Please contact us for further information or bookings:

Email   academy.exc@atos.net
Website   http://www.unify.com/academy