Atos Unify Academy

Atos Unify OpenScape Contact Center Manager Administration

Course code OCCADMIN

Target Group This course is recommended for Contact Center System Administrators, Managers, and Supervisors. This course is also recommended for OpenScape Contact Center Designers.

Course language	Delivery type	Duration
English	Virtual Classroom	5 days

Learning Target

Upon completion of this course, the student will be able to perform the following tasks:

- Describe the features of OpenScape Contact Center Manager for Group based and Skills based Routing
- Access and log on to the Manager Application
- Identify the icons on the Toolbar and use the Menu bar to access information in the Manager Application
- Identify and configure the components related to Users, Skills, Groups, Virtual Groups and the Client Desktop application in the Administration Center
- Identify the Switch Resources and Config Synchronization configured in the Telephony Center
- Identify and configure the Destinations and Views used to display Real-Time information on the Broadcaster and Wallboards using the Broadcast Center
- Identify and configure the components used to configure the Routing Strategy and the Queue Processing flows in the Design Center.
- Identify and oonfigure the Components used for Call Director.
- Identify and configure the components and resources used to process Callbacks
- Request and configure Real-Time, Cumulative, and Historical Reports using the Report Center
- Request Activity Reports for Users, Source and Scheduled Callbacks

Prerequisites

It is recommended that the student also:

- Read and be familiar with the OpenScape Contact Center Overview Guide
- Have a good understanding of your company Contact Center Operation

Contents

This instructor led webinar course will be delivered in 4 to 5 hour session for 5 consecutive days. This course is designed for Contact Center System Administrators, Managers, Supervisors and Designers who need a better understanding of OpenScape Contact Center Manager. This course describes in detail the common features for OpenScape Contact Center Manager. The student will complete configuration tasks in the Manager Application for contact centers using Group Based Routing and Skills Based Routing.

Curricula

This course is part of following curricula

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

Comments

This course is delivered at the latest software level which is V11. Please note prior releases of V10 and other older releases student can attend this course.

This course does not include Reporting Analysis.

This course does not include configuration information on E-mail, Chat, Networking, Central Reporting, or Multi-Tenancy.

This course does not include the Advanced Features using Contact Data or Directories

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Further information:

Please contact us for further information or bookings:

Email   academy.exc@atos.net

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