

Atos Unify Academy

Atos Unify OpenScape Contact Center Remote- and Home Office Worker Configuration

Course code OCCHOMESDS

Target Group OpenScape Contact Center technicians and Solution Architects.

Course language	Delivery type	Duration
English	WBT	85 min.

Course description

This Web Based Training module provides some advice on how to quickly move a contact center workforce to remote work, information about remote worker setup choices in OpenScape Contact Center and how to enable selected options. The OpenScape Contact Center Remote- and Home Office Worker is a training module for service personnel and solution architects which are already familiar with OpenScape Contact Center.

Learning Target

The participant becomes familiar with the following Remote Worker related topics:

- Considerations to move Contact Center to remote work force
- What is the Remote Worker in OpenScape Contact Center
- The OpenScape Contact Center Remote Worker environment
- Remote Worker Agent - Configuration Requirements
- Remote Worker Supervisor or Manager - Configuration Requirements
- Network Design for OpenScape Contact Center Remote Workers
- Commercial Handling of Remote Worker Concepts

Prerequisites

Expert knowledge of OpenScape Contact Center at minimum V9 R3 level:

- From either Basic and Advanced service training (OCCENBASCS and OCCENAVSCS)
- Or from the various update classes and webinars for OSCC V9 or V10

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Considerations to move Contact Center to remote work force

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Comments

Web Based Training:

- For participation and booking a myTraining-Account is required

System requirements:

- PC with sound card and stereo headset / speaker is required
 - Screen resolution at least 1280*1024
 - Windows 7 or higher
 - Browser: Chrome, Firefox, Internet Explorer 9 or higher, Safari
 - Javascript has to be activated
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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>