

Atos Unify Academy

Atos Unify OpenScape Contact Center Dialer V11 - Update Training for Service and Solution Architects

Course code OCCV11DUDS

Target Group Service and Solution Architects
Partner technicians
Unify GO employees
System integrators who will work with the outbound dialer

Course language	Delivery type	Duration
English	WBT	77 min.

Course description

In OpenScape Contact Center V11, the OpenScape Contact Media Service has been expanded to include an outbound dialer component and the corresponding elements of its administrative processing. Further improvements have been implemented in the Contact Media Service to support call processing in the context of out-dialing campaigns, such as the definition of VoiceXML, interfaces from OpenScape Contact Center, connectivity via REST SDK with OpenScape Contact Center and an internal interface to the CMS Voice Portal. The campaign call can be processed in two modes, either (i) with OpenScape Contact Center integration or (ii) under the master control of a CMS Voice Portal IVR, with the latter providing access to the great variety of all Application Builder features such as TTS, ASR and integration features that include a second way of interacting with OpenScape Contact Center. The reporting for the dialer activities is provided by OpenScape Contact Center Analytics.

Learning Target

The participant can create outbound campaigns, upload leads for campaigns and start campaigns. Depending on the mode of the campaign, the subscriber can configure the handling of campaign calls in OpenScape Contact Center or in the Voice Portal IVR and handle all the interfaces required for this. The user knows the report options in OpenScape Contact Center Analytics.

Prerequisites

Expert knowledge OpenScape Contact Center. Useful: Knowledge of the OpenScape Contact Center Campaign Director.

Contents

Dialer Users and Groups

Dialer Campaigns and Leads

Handling Dialer Calls in OSCC mode

Handling Dialer Calls in IVR Mode

Interface for using remote IVR Systems

Configuring VoiceXML servers for Open Scape Contact Center

Campaign Reporting

Curricula

This course is part of following curricula

- [Curriculum for Atos Unify OpenScape Contact Center](#)
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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>