

Atos Unify Academy

Unify OpenScape Contact Center V11 R1 FR4 - Update Training for Service and Solution Architects

Course code OCC1114UDX

Target Group Service personnel installing and maintaining OpenScape Contact Center.
Solution architects designing Open Scape Contact Center for customer implementations.

Course language	Delivery type	Duration
English	WBT	61 min.

Course description

Fix Release 4 of Unify OpenScape Contact Center Enterprise V11 R1 introduces an automatic Customer Survey (CSat feature which is implemented in The Unify OpenScape Contact Media Service (CMS) server, when using a Unify OpenScape Voice or Unify OpenScape 4000 platform. It can become integrated with Unify OpenScape Contact Center either by using the Integrated Call Director IVR or via an Application Builder script running on the Voice Portal IVR. Reports that can become used to evaluate the results from the CSat survey are available from the CMS Server.

Learning Target

Enabling participants in installing and configuring the Customer satisfaction survey feature of Unify OpenScape Contact Center.

Solution Design for the CSat survey feature.

Evaluating the results of a CSat survey.

Prerequisites

Expert knowledge of Unify OpenScape Contact Center V11R1.

Contents

Installing Fix Release 04 of Unify OpenScape Contact Center V11 R1 and the corresponding CMS server.

The Customer satisfaction (CSat) survey feature.

Changes in the Unify OpenScape Contact Center configuration.

REST SDK enhancements.

Approaches to integrate the CSat survey with Unify OpenScape Contact Center.

Changes in the CMS configuration.

Configuring the CSat Survey on the CMS Server.

CSat survey reports.

Survey Reporting database.

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

Further information:

Please contact us for further information or bookings:

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