

Atos Unify Academy

Training News

Atos Unify OpenScape Contact Center V11 R1 - Update Training for Service (OCCV111UDS)

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Target Group: Partner technicians, Unify GO staff, System Integrators

Brief Description: Upgrading to the V11 R1 release of OpenScape Contact Center can be done from all relevant previous releases. The release itself introduces the features Recording on Demand and the telephony Hot Standby for the GEMMA NG911 + NG112 integration. These features are supplemented by the MS Teams Integration that has already been made available in advance in a late Fix Release (FR3) of V11 R0.

Prerequisites: Expert knowledge of the previous version OpenScape Contact Center V11 R0.

Aims: Enabling participants in installing and supporting OpenScape Contact Center V11 R1.

Content:

- Scope of the Release V11 R1
- Installation and Upgrade
- Technical Upgrade Concept
- MS Teams Integration
- Recording on Demand
- GEMMA NG911 Integration

Duration: 71 minutes

Delivery: Web Based Training (WBT)

Course price: Free of charge

Course in Web: [Atos Unify OpenScape Contact Center V11 R1 - Update Training for Service \(OCCV111UDS\)](#)



Enrolment:

Please enrol via your personal MyTraining Account on the Homepage of the Atos Unify Academy. This enrolment is free of charge:

Internet: <http://www.unify.com/academy>

Note: The course will be displayed, after logging in to your MyTraining Account.

Note:

Only available in english language

With best regards

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