Atos Unify Academy Training News

Market Introduction Atos Unify OpenScape Contact Center V11R1 FR5-FR10
for Solution Architects **OCC1115MVC**

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Target Group:	Solution Architects (formerly consultants, pre sales and technical sales)
Brief Description:	We discuss the Late Features that were introduced in OpenScape Contact Center V11 R1 with the Fix Releases 5 to 10. These so-called Late Features cover productivity enhancements in the Agent Portal Web and for Supervisors, support for additional languages, security updates and interface enhancements to improve the integration capabilities of OpenScape Contact Center.
Prerequisites:	Expert knowledge of the previous version OpenScape Contact Center V11 R1.
Aims:	Enabling participants in using and supporting OpenScape Contact Center V11 R1 with Late Features.
Content:	Supporting Dutch language in Agent Portal Web Supporting Catalan language in Agent Portal Web and as Voice Portal Nuance language Extending the OSCC callback validity period Exchange Calendar integration for Agent Portal Web SMTP without OAuth (only IMAP) Enabling the COM SDK to work with OAuth2.0 and email multiple accounts NG911 REST SDK - Calls in Queue Event Reporting REST SDK - add new command GetRoutingState and CallIds to new command GetQueueData OpenScape Contact Media Service - Custom Tomcat port Updating OpenSSL for version 3.0.0 or newer for OSCC applications Closing Security vulnerability: curl / libcurl

Duration:	1.5 hours
Delivery:	Synchronous Virtual University (SVU)
Course price:	Free Market Introduction
Course in Web:	[Market Introduction Atos Unify OpenScape Contact Center V11R1 FR5-FR10 for Solution Architects (OCC1115MVC)](#)
Course Dates:	25.September 2023 from 03:30 pm to 05:00 pm **in english language** 25.September 2023 from 09:00 am to 10:30 am **in german language**
Time zone:	Is related to time zone Germany (CEST)
Enrolment:	**No Quotas - Principle: First Come – First Serve** **(but please only 2 employees per company)** Please enrol via your personal MyTraining Account on the Homepage of the Atos Unify Academy. This enrolment is free of charge: https://academy.unify.com/enweb/search.jsp?quickSearch=occ1115mvc Note: The course will be displayed, after logging in to your MyTraining Account.
Questions:	About course content please contact Mr. Fehrenbach: mailto:gregor-martin.fehrenbach.external@atos.net

With best regards

Atos Unify Academy Germany

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