Atos Unify Academy Training News

Atos Unify OpenScape Contact Center Version 10 Release 4 - Update Training for Service **(OCCV104UDS)**

After booking this WBT you will only receive the course documentation

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

Brief Description: OpenScape Contact Center V10 R4 is a minor release, which continues, supplements and rounds off the topics of the previous V10 releases. Business continuity with regard to remote and distributed options for the selection of agent workstations is expanded again. This time through the mobile app "Agent-Portal-Lite" and through the "Agent-Portal-Web Desktop Application", which enables classic properties of a Windows application to become merged with those of a modern, contemporary web application. The expanded option for providing a larger number of OpenMedia connectors serves to improve the use of social media integrations in a multi-tenancy environment. The Basic Voice Recording of the CMS will be extended to the Open Scape 4000 platform and is now available for all Unify enterprise communication platforms. In addition, the voice portal IVR, which is embedded in the CMS server, is expanded to include a built-in Nuance server and the provision of application builder scripts is simplified

Note!

The WBT is being updated and at this time the student kit PDF file is the only deliverable for the course. You will only receive the download link for the student kit when you book this WBT.

Prerequisites: Expert knowledge of the previous version OpenScape Contact Center V10 R4

Aims: Enabling participants in installing and supporting OpenScape Contact Center V10 R4.

Content:	Scope of the Release V10 R4
	Istallation and Upgrade
	Enhanced OpenMedia capabilities
	CMS embedded Voice Portal Update
	Agent-Portal-Web Destop Application
	Agent Portal Web Lite Mobile App
	Call Recording for OpenScape 4000
Duration:	2 hours
Delivery:	**After booking this WBT you will only receive the course documentation (You can't work through the WBT)**
Course price:	Free of charge
Course in Web:	Atos Unify OpenScape Contact Center Version 10 Release 4 - Update Training for Service (OCCV104UDS)
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.
Notice:	**The course documentation is only available in english**

With best regards

Atos Unify Academy Germany

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