Atos Unify Academy Training News

Atos Unify OpenScape Contact Center V10 Release 3 - Update Training for Solution Architects **(OCCV103UDC)**

After booking this WBT you will only receive the course documentation

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Target Group: Solution Architects (formerly consultants, pre sales and technical sales)

Brief Description: OpenScape Contact Center V10 R3 is a Minor Release that extends business continuity in terms of remote and distributed options for agent device selection by extending the existing integrated phone of the Agent-Portal-Web to the Open Scape 4000 platform and introducing the first phase of an Agent-Portal-Web mobile app for Android and IOS, which offers elementary functions for processing voice contacts. In addition, the self-service and artificial intelligence capabilities of OpenScape Contact Center are enhanced with the introduction of Speechbots, which are integrated with Google's AI services. Finally, the future-proof of the entire OpenScape Contact Center solution rcomes continued with the support of Windows 2019 Server.

     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 R2
Windows 2019

Aims: Enabling participants in planning and supporting OpenScape Contact Center V10 R3.

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Content:	Scope of the Release V10 R3
	Spport for Windows 2019 Server
	Istallation and Upgrade
	Agent-Portal-Web Integrated Phone for OpenScape 4000
	Agent Portal Web Mobile App (1st phase)
	Speechbots
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 V10 Release 3 - Update Training for Solution Architects (OCCV103UDC)
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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