

# Atos Unify Academy

## Training News

Atos Unify OpenScape Contact Center V10 R2 Fix Release 2 - Update Training for Solution Architects (**OCC1022UDC**)

**After booking this WBT you will only receive the course documentation**

Author: Stefan Schubert

Phone: +49 (89) 7007-20814

Issue: SN/010e

Date: 06.05.21

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

**Brief Description:** OpenScape Contact center V10 R2 FR2 is a Fix Release that expands the Integrated Phone as WebRTC App in the Agent Portal Web Application to Video and Screen Sharing. Further enhancements in the Agent Portal Web allow users to change their passwords and to filter wrap up reasons. The latest CMS version can also become used, on top of its existing features, as fully featured IVR with ASR and TTS support. Emails can now become routed by subsequent addresses in the TO and in the CC field. Several REST SDK enhancements allow an easier integration of OpenScape Contact Center with other software components in the enterprise

**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 2016

**Aims:** Enabling participants in planning and supporting OpenScape Contact Center V10 R2 FR2.

<b>Content:</b>	Scope of the Release V10 R2 FR2 Upgrade and Migration Agent Portal Web with support for Video and Screen Sharing plus click-to-dial from web browser CMS Voice portal (full featured IVR with ASR and TTS) Allow agents change their own passwords in Agent Portal Web Support Email routing to more than one recipient - in the "To" and "CC" field Agent Portal Web - allow searching/filtering wrap up reasons REST SDK Improvements UUID, RFC7807, Documentation in OpenAPI format
<b>Duration:</b>	2.5 hours
<b>Delivery:</b>	<b>After booking this WBT you will only receive the course documentation (You can't work through the WBT)</b>
<b>Course price:</b>	Free of charge
<b>Course in Web:</b>	<a href="#">Atos Unify OpenScope Contact Center V10 R2 Fix Release 2 - Update Training for Solution Architects (OCC1022UDC)</a>
<b>Enrolment:</b>	Please enrol via your personal MyTraining Account on the Homepage of the Atos Unify Academy. This enrolment is free of charge:  <a href="http://www.unify.com/academy">Internet: http://www.unify.com/academy</a>

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**

**E-Mail:** [academy.exc@atos.net](mailto:academy.exc@atos.net)  
**Website:** <http://www.unify.com/academy>

# About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Find out more about us  
[atos.net](https://atos.net) [atos.net/career](https://atos.net/career)

Let's start a discussion together



For more information: [academy.exc@atos.net](mailto:academy.exc@atos.net)

Atos, the Atos logo, Atos|Syntel, and Unify are registered trademarks of the Atos group. April 2020. © 2020 Atos. Confidential information owned by Atos, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Atos.