

# Atos Unify Academy

## Training News

Atos Unify OpenScape Contact Center V10 R2 Fix Release 2 - Update Training for Service (**OCC1022UDS**)

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

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

**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 installing 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 OpenScape Contact Center V10 R2 Fix Release 2 - Update Training for Service (OCC1022UDS)</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.
<b>Notice:</b>	<b>The course documentation is only available in english.</b>

With best regards

Atos Unify Academy Germany

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