

Atos Unify Academy

Training News

Atos Unify OpenScape Contact Center V11 R1 Fix Release 5 up to 11 _ Update
Training for Solution Architects **OCC1115UDC**

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Issue: SN/36e

Date: 05.12.23

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:	<ul style="list-style-type: none">Supporting Dutch language in Agent Portal WebSupporting Catalan language in Agent Portal Web and as Voice Portal Nuance languageExtending the OSCC callback validity periodSupporting of Whisper Coach for SupervisorsExchange Calendar integration for Agent Portal WebSMTP without OAuth (only IMAP)Enabling the COM SDK to work with OAuth2.0 and email multiple accountsNG911 REST SDK - Calls in Queue Event ReportingREST SDK - add new command GetRoutingState and CallIds to new command GetQueueDataOpenScape Contact Media Service - Custom Tomcat portUpdating OpenSSL for version 3.0.0 or newer for OSCC applicationsClosing Security vulnerability: curl / libcurl

Duration: 42 minutes

Delivery: Web Based Training (WBT)

Course price: Free of charge

Course in Web: [Atos Unify OpenScape Contact Center V11 R1 Fix Release 5 - 11 – Update Training for Solution Architects \(OCC1115UDC\)](#)

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.

With best regards

Atos Unify Academy Germany

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Let's start a discussion together



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