

Atos Unify Academy

Training News

Atos Unify OpenScape Contact Center V11 R1 Fix Release 5 - 11 – Update Training for Service **OCC1115UDS**

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

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:

- Supporting Dutch language in Agent Portal Web
- Supporting Catalan language in Agent Portal Web and as Voice Portal Nuance language
- Extending the OSCC callback validity period
- Supporting of Whisper Coach for Supervisors
- Exchange Calendar integration for Agent Portal Web
- SMTP without OAuth (only IMAP)
- Enabling the COM SDK to work with OAuth2.0 and email multiple accounts
- NG911 REST SDK - Calls in Queue Event Reporting
- REST SDK - add new command GetRoutingState and CallIds to new command GetQueueData
- OpenScape Contact Media Service - Custom Tomcat port
- Updating OpenSSL for version 3.0.0 or newer for OSCC applications
- Closing Security vulnerability: curl / libcurl

Duration: 50 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 Service \(OCC1115UDS\)](#)

Enrolment: Please enrol via your personal MyTraining Account on the Homepage of the Atos Unify Academy. This enrolment is free of charge:

<http://www.unify.com/academy>

Note: The course will be displayed, after logging in to your MyTraining Account.

With best regards

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Let's start a discussion together



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