Atos Unify Academy

Unify OpenScape Contact Center COM Control SDK for Technology Partners

Course code OCCSDK1SCP

Course language	Delivery type	Duration
English	Classroom	4 days

Course description

The Unify OpenScape Contact Center SDK is a 32-bit COM control that exposes Unify OpenScape Contact Center functionality to custom applications through a set of interfaces so that developers can create a fully integrated desktop application featuring voice, e-mail, callback, and Web collaboration functionality. The SDK provides application developers with the tools they will need to build applications that integrate with the Unify OpenScape Contact Center system and can be used with any language that properly implements COM, including Visual Basic and Visual C++.

Learning Target

Enabling developers in using the OSCC COM control SDK

Prerequisites

Expert knowledge of Unify OpenScape Contact Center

Contents

About the Unify OpenScapec Contact Center COM control SDK

Enumerations

Common Interfaces

OpenScape Conatct Center Manager

Administration Manager

Media Manager

Routing Manager

Routing Manager

Statistics Manager

Comments

If your company is a member in the Unify SDK Partner Program, please contact your responsible Unify Partner Manager regarding any discount as part of this membership via technology.partners@atos.net

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Further information:

Please contact us for further information or bookings:

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