



# 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

http://www.unify.com/academy

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# 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 <a href="mailto:technology.partners@atos.net">technology.partners@atos.net</a>

## **Further information:**

Please contact us for further information or bookings:

- Email academy.exc@atos.net
- Website http://www.unify.com/academy

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