

Atos Unify Academy

Atos Unify OpenScape Application Builder for Contact Center and UC for Service

Course code OSAAPBUSDS

Target Group UC Service engineers and Professional Services

Course language	Delivery type	Duration
English	WBT	3 hr

Course description

This course is the basic training for the service engineer to deploy applications from the Fusion Application Builder on the OpenScape Media Server Voice Portal. Beneath other points the contents cover architecture and functionality as well as the necessary knowledge for the service engineer to install and implement the solution at the customer's site. The necessary basics are provided to enable the participant for creating a simple application as well as for modifying or testing already provided applications. Employees from Professional Services get the basic knowledge to participate in follow up courses for application development. The course requirements are basic knowledge of HiPath 4000 and/or OpenScape Voice as well as basic knowledge in OpenScape UC infrastructure.

Learning Target

The participant

- knows the basic concepts and components of the solution
- gets the required knowledge for installation of the components and deployment of an IVR / Voice Portal application on the UC Media Server
- learns to install the offline development platform "Starter Kit" for creating and testing of IVR applications
- gets basic knowledge for testing and conducting minor changes at Voice Portal (VP) applications

Prerequisites

Basic understanding of HiPath 4000 and/or OpenScape Voice and OpenScape UC Media Server

Basic understanding of Voice Portal solutions/applications

Contents

Motivation and Overview

Architecture and solution components

basic concepts for deployment of IVR/VP applications

Installing and deploying the Application Builder

Working on simple IVR/VP applications with the Starter Kit

- Application properties
- creating simple IVR/VP applications
- Testing an application with the simulator
- Deployment and test of an application with the starter kit

Deployment and installation of applications on OpenScape UC Media Server

- Infrastructure prerequisites
- Deploying an application
- Test and troubleshooting

Demonstration of integration with OpenScape Contact Center

Comments

Generally:

- The course provides basic knowledge required for the service engineer to install and deploy Voice Portal applications in a UC Infrastructure. The course provides Professional Services' prerequisites to participate in follow up courses for Application Development.
- Important Note: For doing the exercises the participant needs to have a PC available with Windows 7 (64 bit) or Windows 8 (64 bit), where the Starter Kit can be installed. The software will be provided to the course participants in advance. It is recommended to install the software beforehand. The software can easily be uninstalled again.

Web Based Training:

- For participation and booking a myTraining-Account is required

System requirements:

- PC with sound card and stereo headset / speaker is required
- Screen resolution at least 1280*1024
- Windows 7 or higher: Internet Explorer 9 or higher
- Possible alternative Browser: Firefox, Safari, Chrome
- Current version of Adobe Flash Player is required
- Javascript has to be activated

Offers

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Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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