

# Atos Unify Academy

Atos Unify OpenScape Contact Center Social Media Integration

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**Course code** OCCSMINSCS

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**Target Group** Technicians with programming or social media experience, system integrators, technical pre-sales engineers

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Course language	Delivery type	Duration
English	Classroom	3 days

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## Course description

Goal of this course is to learn everything about the social media features of Atos Unify OpenScape Contact Center. The participant will learn how to configure and maintain the feature set and the interface with the Facebook Twitter, and WhatsApp connector. In addition we will also train the virtual agents for Chatbot integration of Atos Unify OpenScape Contact Center. To get a deep knowledge, the participant will get the chance to go through course related practical exercises.

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## Learning Target

- Social media integration of OSCC
  - End to end setup of the Facebook connection
  - End to end setup of the Twitter connection
  - JSON interface
  - Setup of the virtual agent integration for Chatbot
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## Prerequisites

- OSCC V10 on an expert level
  - Understanding of JSON and XML data structures.
  - HTTPS encryption of Apache and Tomcat web servers.
  - Layers of a web server architecture (transport, application, data, core).
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## Contents

- Social media integration of Atos Unify OpenScape Contact Center
  - End to end setup of the Facebook connection
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End to end setup of the Twitter connection

(Terminated. Will be available again End of 2023) End to end setup of the WhatsApp connection

JSON interface

Setup of the virtual agent integration for Chatbot

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## Curricula

This course is part of following curricula

- [Curriculum for Atos Unify OpenScape Contact Center](#)
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## Comments

Social media Integration of Atos Unify OpenScape Contact Center with Facebook, Twitter, WhatsApp and JSON interface.

Important: The OpenScape Contact Center development is currently developing a new WhatsApp integration that does not require an external broker. This is expected to be made available with OpenScape Contact Center V11 R2 or a fix release for it in 2023. Until then, the WhatsApp integration cannot be covered in the training.

We train the end-to-end setup of this integration with Facebook, Twitter and WhatsApp with practical exercise and discuss the capabilities of the JSON interface.

Please note that the WhatsApp integration will only be discussed, after it has been officially released.

In addition we train the setup of the virtual agents for Chatbot integration.

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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>