



Unify Academy

Learn, change, succeed.

OpenScape Contact Center Social Media Integration

Course code OCCSMINSCS

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

Course language	Delivery type	Duration
English	Classroom	3 days

Course description

Goal of this course is to learn everything about the social media features of 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 OpenScape Contact Center. To get a deep knowledge, the participant will get the chance to go through course related practical exercises.

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 OpenScape Contact Center
 - End to end setup of the Facebook connection
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End to end setup of the Twitter connection
End to end setup of the WhatsApp connection
JSON interface
Setup of the virtual agent integration for Chatbot

Comments

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

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.

Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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