



# Unify Academy

Learn, change, succeed.

## OpenScape Contact Center V9 R1 Update Training for Service

**Course code** OCCV9R1UDS

**Target Group** internal employees, Partner Technicians and Unify GO personnel

Course language	Delivery type	Duration
English	WBT	145 min.

### Course description

We introduce OpenScape Contact Center V9 R1 to service personnel. This includes the upgrade to OpenScape Contact Center V9 R1, the installation of the OpenScape Contact Center Application Server and Facebook Connector and the discussion of the new features "Who is typing", "Agent-to-Agent" chat and OpenMedia integration with Facebook. In addition we introduce newly supported software components and updates to OpenScape Contact Center Analytics.

### Learning Target

Enabling participants in deploying OpenScape Contact Center V9 R1

- Upgrading to OpenScape Contact Center V9 R1.
- OpenScape Contact Center Web Collaboration "Who is Typing".
- OpenScape Contact Center Agent to Agent Chat.
- OpenMedia Integration with Facebook.
- Supporting most recent communication platforms.
- Updates for OpenScape Contact Center Analytics.

### Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V9 R0

Windows Server operating systems from Windows 2008 R2 onward

OpenSUSE operating system 13.2 (elementary)

Call distribution in at least one of the communication platforms OpenScape Voice, OpenScape4000 or OpenScape Business

### Contents

Upgrading to OpenScape Contact Center V9 R1

Informix TC7 Patch

OpenScape Contact Center Web Collaboration "Who is Typing"

OpenScape Contact Center Agent to Agent Chat

OpenMedia Integration with Facebook

Installation of the OpenScape Contact Center Application Server

Installation of the OpenScape Contact Center Facebook Connector

Supporting most recent communication platforms

Updates for OpenScape Contact Center Analytics

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## Comments

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
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## Further information:

Please contact us for further information or bookings:

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