

# Atos Unify Academy

Atos Unify OpenScape Contact Center V9 R2 Feature Pack 2 for Service

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**Course code** OCC92F2UDS

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**Target Group** Partner technicians, system architects, integrators and Unify GO staff

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Course language	Delivery type	Duration
English	WBT	95 min.

## Course description

This Fix Release introduces a set of new features that enhances the usability of OpenScape Contact Center. The features provided by this release, introduce modern components that point significantly towards the direction of more multi tenant and cloud-based deployment and automation by artificial intelligence (AI).

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## Learning Target

Activate participants to use OpenScape Contact Center V9 R2 Fix Release 2

- Agent Portal Web - Phase 2
  - Web Content Accessibility Guideline 2.0 - Phase 2
  - Web Manager
  - SAMML2 (Security Assertion Markup Language) Support for SSO (Single Sign On)
  - Virtual Agent
  - Dialogflow as AI (Artificial Intelligence) Backend for NLP (Natural Language Processing)
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## Prerequisites

Expert knowledge of OpenScape Contact Center V9 R2

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## Contents

Agent Portal Web - Phase 2

Web Content Accessibility Guideline 2.0 - Phase 2

Web Manager

SAMML2 Support for SSO

Virtual Agent

Dialogflow as AI Backend for NLP

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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
- Javascript has to be activated

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## Further information:

Please contact us for further information or bookings:

Email                [academy.exc@atos.net](mailto:academy.exc@atos.net)

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