

# Atos Unify Academy

Atos Unify OpenScape Contact Center V9 R3 Update Training for Solution Architects

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**Course code** OCCV9R3UDC

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**Target Group** Solution Architects (formerly consultants, pre sales and technical sales)

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Course language	Delivery type	Duration
English	WBT	111 min.

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## Course description

OpenScape Contact Center continues to support cloud-based and self-service support requiring Chat-bot, Natural Language Processing, Machine Learning and Artificial Intelligence in the V9 R3 Release. This version delivers some features for cloud deployment and improvements to support Windows 2016, Agent Portal Web Enhancements, CC / UC coexistence on the OpenScape 4000, Chatbot integration with multiple AI vendors and security enhancements.

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## Learning Target

Enabling participants in planning and supporting OpenScape Contact Center V9 R3

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## Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V9 R2

Windows 2016

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## Contents

Release overview

- Update system architecture
  - Support for Windows 2016
  - UC / CC coexistence on OpenScape 4000
  - Agent Portal Web enhancements (e-mail, LDAP, 360°)
  - Password security enhancements
  - Additional enhancements
  - Removing support for outdated CRM Products
  - Upgrade / Migration concept
  - Licensing
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## Comments

Web Based Training:

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

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- 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:

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