

Atos Unify Academy

Atos Unify OpenScape Contact Center REST SDK Interface for Technology Partners

Course code OCCSDK0SVP

Target Group Application programmers

Course language	Delivery type	Duration
English	Virtual Classroom	4 hr

Course description

The OpenScape Contact Center JSON REST SDK is a Java Script Object Notation (JSON) REST interface that exposes OpenScape Contact Center functionality to custom applications through a set of interfaces so that developers can create a fully integrated desktop application featuring voice, e-mail, callback, and Web collaboration functionality. The SDK provides application developers with the tools they will need to build applications that integrate with the OpenScape Contact Center system and can be used with any language that properly implements COM, including Visual Basic and Visual C++.

Learning Target

Enabling developers in using the OSCC JSON REST SDK

Prerequisites

Expert knowledge of OpenScape Contact Center

Contents

Concepts and terminology used by OpenScape Contact Center

About the OpenScape Contact Center JSON REST SDK framework

Admin commands

Admin events

Presence commands

Routing commands

Routing events

Telephony commands

Telephony events

Other events

If your company is a member in the Atos Unify SDK Partner Program, please contact your responsible Atos Unify Partner Manager regarding any discount as part of this membership via technology.partners@atos.net

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