

Atos Unify Academy

Atos Unify OpenScape Contact Center V10R0 Update for Service

Course code OCCV100UCS

Target Group Partner technicians, Unify GO staff, System Integrators

Course language	Delivery type	Duration
English	Classroom	3 days

Course description

Update course of Contact Center V10R0 with new features and functions. While still offering all traditional roll-out techniques, OpenScape Contact Center V10 expressively extends the deployment possibilities for OpenScape Contact Center agents through the use of Web RTC integration with Circuit, and for the first time provides the ability to holistically handle contacts of all media-types in a single application. Going in hand with this, also the sign in of OpenScape Contact Center agents is done with Circuit. For existing customers there are extensive migration options with which they can migrate to the new version from their systems dating back to version 7. Additional features which are provided by this release include but are not restricted to: Open Media Contact Handling with Agent Portal Web, Social Media Connector for Twitter, Oracle Java Policy Statement and Password Policy statement. This training decovers the technical details of these features and offers you to train their implementation in practical exercises. On top we introduce OpenScape Contact Center Analytics and wrap-up the SAML2 single sign, chatbot and CC/UC coexistence features. Darüber hinaus stellen wir OpenScape Contact Center Analytics vor und fassen die SAML2-Single-Sign-On- und Chatbot-Funktionen sowie die CC/UC Koexistenz Features zusammen.

Learning Target

Update of the new features and functions of Version 10R0 to be able to update, install and support OpenScape Contact Center V10R0.

Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V9 R3

Windows 2016

Contents

OSCC V10 R0 Release overview

Updated system architecture

Installing OSCC Server V10 R0 under Windows 2016, with practical exercise

Installing and configuring the OSCC Application Server under Windows 2016, with practical exercise

Installing certificates for the OSCC Application Server, with practical exercise
Installing the OSCC OpenMedia Connector, with practical exercise
Configuration of a GTC of Circuit as ATC in the OS SBC
Configuring Sign-on with Circuit for Agent Portal Web, with practical exercise
Web RTC voice media integration in Agent Portal Web, with practical exercise
Technical Migration Concept
Social Media integration with Twitter, with practical exercise
Agent Portal Web enhancements (Open Media), with practical exercise
Oracle Java Policy Changes
OpenScape Contact Center Analytics V10, with practical exercises
Password Policy Statements
Various Topics
Wrap-up of SAML2 single sign on, Chatbot and CC/UC coexistence

Comments

Practical exercises are performed by default on an OpenScape Voice platform, because immense effort for providing an OpenScape 4000 platform is in most cases unreasonable, or because for OpenScape Business the provision of HFA system telephones from cloud environments requires additional network configuration. In addition, it is not possible to learn all the features of OpenScape Contact Center on an OpenScape 4000 or OpenScape Business Platform. However, if you prefer to do your exercises on an OpenScape 4000 or OpenScape Business platform, please contact your training provider in advance.

Further information:

Please contact us for further information or bookings:

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