

Atos Unify Academy

Unify OpenScape Contact Center V10 R0 - Update Training for Solution Architects

Course code OCCV100UDC

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

Course language	Delivery type	Duration
English	WBT	109 min.

Course description

While still offering all traditional roll-out techniques, Unify OpenScape Contact Center V10 expressively extends the deployment possibilities for Unify 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 Unify 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.

Learning Target

Enabling participants in planning and supporting Unify OpenScape Contact Center V10 R0.

Prerequisites

Expert knowledge of the previous version Unify OpenScape Contact Center V9 R3

Windows 2016

Contents

- OSCC V10 R0 release overview
 - Updated system architecture
 - Circuit Telephony integration overview
 - Registering Circuit telephony users in the Unify OpenScape Voice
 - Configuring Sign-on with Circuit for Agent Portal Web
 - Web RTC voice media integration in Agent Portal Web
 - Technical Migration Concept
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Social Media integration with Twitter
Agent Portal Web enhancements (Open Media)
Oracle Java Policy Changes
Password Policy Statements
Licensing
Commercialize Google offer and pricing for Dialogflow AI chat
OSCC V10 migration strategy for OSCC cloud
Various Topics

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:
 - Browser: Chrome, Firefox, Internet Explorer 9 or higher, Safari
 - Javascript has to be activated
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Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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