

Atos Unify Academy

Atos Unify OpenScape Contact Center V10 R1 - Update Training for Service

Course code OCCV101UDS

Target Group Partner technicians, Unify GO staff, System Integrators

Course language	Delivery type	Duration
English	WBT	50 min.

Course description

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 discovers the technical details of these features and offers you to train their implementation in practical exercises.

Learning Target

Enabling participants in installing and supporting OpenScape Contact Center V10 R1.

Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V10 R0

Windows 2016

Contents

OSCC V10 R1 Release overview

New features introduced with V10 R1

New functions introduced with V10 R1

Modified or changed features and functions of V10 R1

New or changed serviceability functions

Curricula

This course is part of following curricula

- [Ausbildungsweg für Atos Unify OpenScape Contact Center](#)
 - [Curriculum for Atos Unify OpenScape Contact Center](#)
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Further information:

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