

# Atos Unify Academy

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, 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. 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 Unify OpenScape Contact Center V10 R1.

## Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V10 R0

Windows 2016

## Contents

Installation and serviceability enhancements  
REST SDK enhancements (postponed)  
Support SMB V2 for Windows  
AgentPortal Web enhancement: Agent-to-Agent chat  
Support for multiple email servers  
Access to Email servers via TLS 1.2

CLIP Feature

REST SDK interface for Web Interaction

OpenMedia connector for WhatsApp

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## Curricula

This course is part of following curricula

- [Ausbildungsweg für Unify OpenScape Contact Center](#)
- [Curriculum for Unify OpenScape Contact Center](#)

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## Further information:

Please contact us for further information or bookings:

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