

Atos Unify Academy

Atos Unify OpenScape Contact Center V10 R1 - Update Training for Solution Architects (Consultants)

Course code OCCV101UDC

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

Course language	Delivery type	Duration
English	WBT	43 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.

Learning Target

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

Prerequisites

Expert knowledge of the previous version 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 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

Further information:

Please contact us for further information or bookings:

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