



# Atos Unify Academy

Unify OpenScape Contact Center V10 R1 Fix Release 2 - Update Training for Service and Consulting

## Course code OCC1012UDS

Target GroupPartner technicians, Unify GO staff, System IntegratorsConsultants and/or Solution Architects

Course language	Delivery type	Duration
English	WBT	63 min.

#### **Course description**

This course is only for the late features of Unify OpenScape Contact Center V10 R1 that will now be released with the Fix Release 2 of this software.

#### Learning Target

Enabling participants in installing and supporting Unify OpenScape Contact Center V10 R1 Fix Release 2.

#### Prerequisites

Expert knowledge of the previous version Unify OpenScape Contact Center V10 R1

Windows 2016

#### Contents

Support for voice recorder

Support for social media (WhatsApp)

Email enhancements: (Show emails with attachment in report view; add attachment clip at top of email message; support for routing to "CC" recipients (private patch - PSR)

Support bulk skill changes for agents (private patch - PSR)

Audio notification: for chat and for callback

Softcom Analytics enhancement with LoC V10 (LoC, Supervisor Lite, Wallboards)

http://www.unify.com/academy

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# Curricula

This course is part of following curricula

- <u>Ausbildungsweg für Unify OpenScape Contact Center</u>
- <u>Curriculum for Unify OpenScape Contact Center</u>

## 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:

- Email academy.exc@atos.net
- Website http://www.unify.com/academy

http://www.unify.com/academy

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