Atos Unify Academy

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

Course code OCC1012UDS

Target Group Partner technicians, Unify GO staff, System Integrators

Consultants 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)

Curricula

This course is part of following curricula
- [Ausbildungsweg für Unify OpenScape Contact Center](#)
- [Curriculum for Unify OpenScape Contact Center](#)

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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