

# Atos Unify Academy

Atos Unify OpenScape Contact Center V10 R2 - Update Training for Solution Architects

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**Course code** OCCV102UDC

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

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Course language	Delivery type	Duration
English	WBT	158 min.

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## Course description

OpenScape Contact center V10 R2 is a Minor Release that introduces an Integrated Phone as WebRTC App in the Agent Portal Web Application. The WebRTC integration becomes realized by the latest version of the Contact Medi Service (CMS) server. On top of that HAProxy servers become officially supported to organize load balancing and redundancy in OpenScape Contact Center deployments on a network level. With these new features and network deployment techniques the area of operation for OpenScape Contact Center becomes substantially extended, especially in case of Remote Workers. Later Fix Releases of OpenScape Contact Center V10 R2 will even expand these capabilities to Video call, screen sharing and introduce an ASR and TTS capable IVR that will also become realized via CMS.

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## Learning Target

Enabling participants in planning and supporting OpenScape Contact Center V10 R2.

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## Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V10 R1

Windows 2016

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## Contents

Scope of the Release V10 R2

Upgrade and Migration

CMS Update to version V10 R1

Integrated Phone of Agent Portal Web

HAProxy usage scenarios for OpenScape Contact Center

Installing openSUSE Leap 15.1 for an HAProxy server

Elements of HAProxy High Availability Deployment

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Background knowledge: HAProxy Basics

Network Design of OpenScape Contact Center deployments

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## 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
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## Further information:

Please contact us for further information or bookings:

Email                [academy.exc@atos.net](mailto:academy.exc@atos.net)

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