Atos Unify Academy

Unify OpenScape Contact Center V10 R2 - Update Training for Service

Course code OCCV102UDS

Target Group   Partner technicians, Unify GO staff, System Integrators

Course language	Delivery type	Duration
English	WBT	170 min.

Course description

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

Learning Target

Enabling participants in installing and supporting Unify OpenScape Contact Center V10 R2.

Prerequisites

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

Windows 2016

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 Unify OpenScape Contact Center

Installing openSUSE Leap 15.1 for an HAProxy server

Elements of HAProxy High Availability Deployment

Background knowledge: HAProxy Basics

Network Design of Unify OpenScape Contact Center deployments

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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