

# Atos Unify Academy

Atos Unify OpenScape Contact Center V10 Release 3 - Update Training for Solution Architects

Course code OCCV103UDC

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

Course language	Delivery type	Duration
English	WBT	2 hr

## Course description

OpenScape Contact Center V10 R3 is a Minor Release that extends business continuity in terms of remote and distributed options for agent device selection by extending the existing integrated phone of the Agent-Portal-Web to the Open Scape 4000 platform and introducing the first phase of an Agent-Portal-Web mobile app for Android and IOS, which offers elementary functions for processing voice contacts. In addition, the self-service and artificial intelligence capabilities of OpenScape Contact Center are enhanced with the introduction of Speechbots, which are integrated with Google's AI services. Finally, the future-proof of the entire OpenScape Contact Center solution comes continued with the support of Windows 2019 Server.

**Note!** The course is being updated and at this time the student kit PDF file is the only deliverable for the course. You received the download link for the student kit when you booked the WBT. The Web Based Training and updated student kit will be made available upon release of the updated course.

## Learning Target

Enabling participants in planning and supporting OpenScape Contact Center V10 R3.

## Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V10 R2

Windows 2019

## Contents

Scope of the Release V10 R3

Support for Windows 2019 Server

Installation and Upgrade

Agent-Portal-Web Integrated Phone for OpenScape 4000

Agent Portal Web Mobile App (1st phase)

## Comments

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## Further information:

Please contact us for further information or bookings:

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