



# Atos Unify Academy

Unify OpenScape Contact Center V10 Release 3 - Update Training for Service

### Course code OCCV103UDS

Target Group Partner technicians, Unify GO staff, System Integrators

Course language	Delivery type	Duration
English	WBT	2.5 hr

# **Course description**

Unify 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 Unify OpenScape 4000 platform and ntroducing 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 Unify 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 Unify OpenScape Contact Center solution rcomes continued with the support of Windows 2019 Server.<br/>br><br/>br><br/>course is being updated and at this time the student kit PDF file is the only deliverable for the course.<br/>br>You received the download link for the student kit when you booked the WBT.<br/>br>The Web Based Training and updated student kit will be made available upon release of the updated course.

# Learning Target

Enabling participants in installing and supporting Unify OpenScape Contact Center V10 R3.

### Prerequisites

Expert knowledge of the previous version Unify OpenScape Contact Center V10 R2

Windows 2019

# Contents

Scope of the Release V10 R3

Spport for Windows 2019 Server

Istallation and Upgrade

Agent-Portal-Web Integrated Phone for Unify OpenScape 4000

Agent Portal Web Mobile App (1st phase)

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http://www.unify.com/academy

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## Speechbots

# 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

<b><font color="#0066A1">Note!</b></font>

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# **Further information:**

Please contact us for further information or bookings:

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

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