



# Atos Unify Academy

Atos Unify OpenScape Contact Center V10 R2 Fix Release 2 - Update Training for Service

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**Course code** OCC1022UDS

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**Target Group** Partner technicians, Unify GO staff, System Integrators

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Course language	Delivery type	Duration
English	WBT	2.5 hr

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## Course description

OpenScape Contact center V10 R2 FR2 is a Fix Release that expands the Integrated Phone as WebRTC App in the Agent Portal Web Application to Video and Screen Sharing. Further enhancements in the Agent Portal Web allow users to change their passwords and to filter wrap up reasons. The latest CMS version can also become used, on top of its existing features, as fully featured IVR with ASR and TTS support. Emails can now become routed by subsequent addresses in the TO and in the CC field. Several REST SDK enhancements allow an easier integration of OpenScape Contact Center with other software components in the enterprise.

**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.

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## Learning Target

Enabling participants in installing and supporting OpenScape Contact Center V10 R2 FR2.

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## Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V10 R2

Windows 2016

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## Contents

Scope of the Release V10 R2 FR2

Upgrade and Migration

Agent Portal Web with support for Video and Screen Sharing plus click-to-dial from web browser

CMS Voice portal (full featured IVR with ASR and TTS)

Allow agents change their own passwords in Agent Portal Web

Support Email routing to more than one recipient - in the "To" and "CC" field

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Agent Portal Web - allow searching/filtering wrap up reasons

REST SDK Improvements UUID, RFC7807, Documentation in OpenAPI format

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## 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>