

# Atos Unify Academy

Atos Unify OpenScape Contact Center Version 10 Release 4 - Update Training for Service

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**Course code** OCCV104UDS

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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 hr

## Course description

OpenScape Contact Center V10 R4 is a minor release, which continues, supplements and rounds off the topics of the previous V10 releases. Business continuity with regard to remote and distributed options for the selection of agent workstations is expanded again. This time through the mobile app "Agent-Portal-Lite" and through the "Agent-Portal-Web Desktop Application", which enables classic properties of a Windows application to become merged with those of a modern, contemporary web application. The expanded option for providing a larger number of OpenMedia connectors serves to improve the use of social media integrations in a multi-tenancy environment. The Basic Voice Recording of the CMS will be extended to the Open Scape 4000 platform and is now available for all Unify enterprise communication platforms. In addition, the voice portal IVR, which is embedded in the CMS server, is expanded to include a built-in Nuance server and the provision of application builder scripts is simplified.

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## Learning Target

Enabling participants in installing and supporting OpenScape Contact Center V10 R4.

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## Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V10R3

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## Contents

Scope of the Release V10 R4

Installation and Upgrade

Enhanced OpenMedia capabilities

CMS embedded Voice Portal Update

Agent-Portal-Web Desktop Application

Agent Portal Web Lite Mobile App

Call Recording for OpenScape 4000

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## Curricula

This course is part of following curricula

- [Curriculum for Atos Unify OpenScape Contact Center](#)
- [Implementation & Support Expert Atos Unify OpenScape Contact Center](#)

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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

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