

# Atos Unify Academy

## Atos Unify OpenScope Contact Center Expert Service Course

**Course code** OCCEXPESCS

**Target Group** Experienced partner technicians installing and maintaining OpenScope Contact Center systems running with Expert features.

Unify GO support personnel.

System Integrators and Professional Services representatives.

Customer IT staff involved in OpenScope Contact Center integration. Partner technicians installing and maintaining OpenScope Contact Center, Unify Go technicians

Course language	Delivery type	Duration
English	Classroom	5 days

### Course description

The OpenScope Contact Center Expert Course deals with complex topics that, due to their complexity, cannot be dealt with in the two standard courses (OCCENBASCS and OCCENAVSCS) of the OSCC training path. This includes the Basic Voice Recording, the WebRTC Integrated Phone and the associated extensions such as video calls and Click-to-Contact, the Voice Portal IVR solutions, the integration of Dialogflow and the GCP platform when using Chatbots and Speechbots in the network distributed installation of various OSCC components including load distribution with the help of a HAProxy server and the general usage of a HAProxy server. Also included: The Web Interaction SDK, the Outbound Dialer with the associated reporting in OSCC Analytics and the export of Multi Dimensional Spreadsheets (MDS) data from Analytics. An overview of the OpenMedia integration is also given.

### Learning Target

Participants can:

- set up the Basic Voice Recording on OpenScope Voice and OpenScope 4000 and search voice recordings,
- set up the Integrated Phone with the associated WebRTC resources on OpenScope Voice and OpenScope 4000,
- install the Web Interaction SDK and view the available endpoints and view the associated sample pages,
- configure the Web Interaction SDK on the Application Server and use the WebRTC resources for the Click-to-Contact feature,
- install a HAProxy server under openSUSE and use it for a distributed architecture of OpenScope Contact Center,
- set up Virtual Agents and use them for bots for the media types Chat and Voice,
- activate the Voice Portal on the CMS and create IVR scripts with the Application Builder,
- activate and configure the Outbound Dialer in the CMS Web GUI and configure and run business scenarios with the Dialer Web GUI,
- deal with the OSCC Analytics reports for the outbound dialer and the MDS export,

- Understand the basics of Open Media connections.
- 

## Prerequisites

Course OCCENBASCS and OCCENAVSCS or equivalent knowledge

---

## Contents

Basic Voie Recording

Integrated Phone

Web Interaction SDK

Cick-To-Contaact

Distributed Architecture

Bots for Chat and Speech

Voice Portal IVR and Application Builder

Outbound Dialer

OSCC Analytics

OpenMedia Overview

---

## Curricula

This course is part of following curricula

- [Curriculum for Atos Unify OpenScape Contact Center](#)
- 

## Further information:

Please contact us for further information or bookings:

Email            academy.exc@atos.net

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