



# Atos Unify Academy

Market Introduction Atos Unify OpenScape Contact Center V11R1 for Solution Architects

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**Course code** OCCV111MVC

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

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Course language	Delivery type	Duration
English	Virtual Classroom	1.5 hr

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## Course description

Upgrading to the V11 R1 release of OpenScape Contact Center can be done from all relevant previous releases. The release itself introduces the features Recording on Demand and the telephony Hot Standby for the GEMMA NG911 + NG112 integration. These features are supplemented by the MS Teams Integration that has already been made available in advance in a late Fix Release (FR3) of V11 R0.

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## Learning Target

Enabling participants in planning and supporting OpenScape Contact Center V11 R1.

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## Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V11 R0.

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## Contents

- Scope of the Release V11 R1
  - Installation and Upgrade
  - Technical Upgrade Concept
  - MS Teams Integration
  - Recording on Demand
  - GEMMA NG911 Integration
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## Further information:

Please contact us for further information or bookings:

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