

Atos Unify Academy

Atos Unify OpenScape Contact Center V11 R0 - Update Training for Solution Architects

Course code OCCV110UDC

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

Course language	Delivery type	Duration
English	WBT	61 min.

Course description

OpenScape Contact Center V11 R0 is a new major version of OpenScape Contact Center, which is not only the successor to OpenScape Contact Center V10 R4, but also the successor to the OpenScape Campaign Director product line. Upgrading from previous versions of OpenScape Contact Center to OpenScape Contact Center V11 is straightforward. The main new features are support for OAuth authentication for logging into Office 365, which replaces basic authentication and changes to enable users to log off properly from Agent Portal Web and the use of the latest openSUSE Leap 15.3 operating system on the OpenScape Contact Media Service Server. Further innovation in the Contact Media Service (CMS) includes a completely new component - the outbound dialer, that can also be used independently and which also succeeds the OpenScape Campaign Director. This outbound dialer was implemented via the CMS and offers extensive options for designing, executing and monitoring outbound campaigns. The CMS Voice Portal has also been enhanced to support additional languages and improvements in the Application builder. The reporting tool OpenScape Contact Center Analytics has been expanded accordingly to offer special reports on outbound campaigns in addition to its previous features.

Learning Target

Enabling participants in planning and supporting OpenScape Contact Center V11 R0.

Prerequisites

Expert knowledge of the previous version OpenScape Contact Center V10 R4. Optionally, knowledge of OpenScape Campaign Director.

Contents

Scope of the Release V11 R0

Installation and Upgrade

Support for new openSUSE Leap 15.3 for CMS

Improvements for Agent Portal Web: Forced Logout, Tone notification on new contact

Support for OAuth Authentication for Office365

Outbound Dialer as Successor of Campaign Director

Outbound Dialer - CMS part

Outbound Dialer - OSCC part

Outbound Dialer - OSCC Analytics part

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

Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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