

Atos Unify Academy

Unify OpenScape Contact Center V11 R1 - Update Training for Solution Architects

Course code OCCV111UDC

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

Course language	Delivery type	Duration
English	WBT	67 min.

Course description

Upgrading to the V11 R1 release of Unify 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.

Learning Target

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

Prerequisites

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

Contents

Scope of the Release V11 R1
Installation and Upgrade
Technical Upgrade Concept
MS Teams Integration
Recording on Demand
GEMMA NG911 Integration

Comments

General:

- This web based training is only available in English language.

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:

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