

Atos Unify Academy

Unify OpenScape Contact Center V11 R1 - Update Training for Service

Course code OCCV111UDS

Target Group Partner technicians, Unify GO staff, System Integrators

Course language	Delivery type	Duration
English	WBT	71 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 installing 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

Curricula

This course is part of following curricula

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

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:

Email academy.exc@atos.net

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