

Atos Unify Academy

Unify OpenScape Contact Center V11 R1 Fix Release 5 - 11 □ Update Training for Solution Architects

Course code OCC1115UDC

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

Course language	Delivery type	Duration
English	WBT	42 min.

Course description

We discuss the Late Features that were introduced in Unify OpenScape Contact Center V11 R1 with the Fix Releases 5 to 10. These so-called Late Features cover productivity enhancements in the Agent Portal Web and for Supervisors, support for additional languages, security updates and interface enhancements to improve the integration capabilities of Unify OpenScape Contact Center.

Learning Target

Enabling participants in using and supporting Unify OpenScape Contact Center V11 R1 with Late Features.

Prerequisites

Expert knowledge of the previous version Unify OpenScape Contact Center V11 R1.

Contents

Supporting Dutch language in Agent Portal Web

Supporting Catalan language in Agent Portal Web and as Voice Portal Nuance language

Extending the OSCC callback validity period

Supporting of Whisper Coach for Supervisors

Exchange Calendar integration for Agent Portal Web

SMTP without OAuth (only IMAP)

Enabling the COM SDK to work with OAuth2.0 and email multiple accounts

NG911 REST SDK - Calls in Queue Event Reporting

REST SDK - add new command GetRoutingState and CallIds to new command GetQueueData

Unify OpenScape Contact Media Service - Custom Tomcat port

Updating OpenSSL for version 3.0.0 or newer for OSCC applications

Closing Security vulnerability: curl / libcurl

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
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Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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