Unify Academy

Market Introduction Mitel OpenScape Contact Center V12R0 for Service/Consulting

Course code OCCV120MVX

Target Group   Partner technicians, Unify GO staff, System Integrators and Consultants

Course language	Delivery type	Duration
English	Virtual Classroom	2 hr

Course description

Mitel OpenScape Contact Center V12 R0 is a new major version of Mitel OpenScape Contact Center, and the successor to Mitel OpenScape Contact Center V11 R1. Upgrading from the previous version of Mitel OpenScape Contact Center is straightforward. The main new features are support for headsets and whisper coach, CMS pre-recording decision and enhanced security for recording access, CSAT opt-in/out feature with support for customer-provided audio files, support for Subscription Licensing (V3), XLSX support throughout the application, and REST SDK enhancements for 3rd-Party integration support.

Learning Target

Enabling participants in installing and supporting Mitel OpenScape Contact Center V12 R0.

Prerequisites

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

Contents

Scope of the Release V12 R0

Installation and Upgrade

Integrated Headset Support in Agent Portal Web

Support for Whisper Coach (OpenScape Voice)

CMS Recording Improvements: Pre-Recording Decision

CMS Recording Improvements: Enhanced Security for Recording Access

CSAT Improvements: Opt-Out/In Feature and Support for Customer-Provided Audio Files

Enable New Subscription Licensing Model in OSCC and CMS

Support for XLSX to improve efficiency and security

Enhanced REST SDK Support

Further information:

Please contact us for further information or bookings:

Email   academy.exc@mitel.com
Website   http://www.unify.com/academy