

Atos Unify Academy

Training News

Atos Unify OpenScope Concierge V4R2 - Update Training for Service (OCEV4R2UDS)

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Target Group: Consultants, Partner technicians, GO personal, System integrators.

Brief Description: With version V4 R2, the Concierge software will be adapted to the new software versions of the accompanying products with regard to the support of MS-SQL-Server 2019 and OpenScope Contact Center V11. The MS Teams integration and the Concierge Internet Browser replacement improves Concierge user productivity. The support of the VMWare Storage API as well as the new Concierge Tools section in the SWS make work easier for the technicians in charge. System Management and Data Center adjustments as well as the new Time-Zone handling in Concierge Reports and encrypted access to Emails complete the scope of the release.

Prerequisites: Knowledge of Atos Unify OpenScope Concierge V4 R1

Aims: The participant

- Gets detailed knowledge about new features of Concierge V4 R2.
- Is able to update a Concierge Installation to Concierge version V4 R2.
- Is able to install the required software packages at the customer site and knows the new features and how to handle and configure those.

Content: Updating the Concierge software to V4 R2

- Support for MS-SQL-Server 2019
- Concierge Tools Section on SWS
- MS Teams Integration
- Support for OpenScope Contact Center V11
- Support for VMWare Storage API
- System Management and Data Center Changes
- Time Zone Handling in Concierge Reports
- Concierge Email encryption
- Concierge Internet Browser Replacement

Duration: 47 minutes

Delivery: Web Based Training (WBT)

Course price: Free of charge

Course in Web: [Atos Unify OpenScape Concierge V4R2 - Update Training for Service \(OCEV4R2UDS\)](#)

Time zone: [Is related to time zone Germany \(CET\)](#)

Enrolment: Please enrol via your personal MyTraining Account on the Homepage of the Atos Unify Academy. This enrolment is free of charge:

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

With best regards

Atos Unify Academy Germany

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