Unify Academy

Mitel OpenScape Solution Administrator 2 (Applications)

Course code SOLADM2SCS

Target Group   Service and Customer Administrator

Course language	Delivery type	Duration
English	Classroom	3 days

Course description

This course is intended for Service engineers and customer administrators. It contains the tasks that are required for a customer administrators daily work with an Mitel OpenScape UC Solution. It covers the tasks for the UC Server, the Xpressions Server, Mobility and the build in User Management.

Learning Target

The participant
- is able to navigate thru the CMP (Common Management Portal) for the UC functions
- is able to add/modify UC users and user profiles
- is able to add UC Xpressions users and verifies these on the Xpressions system
- is able to run a bulk edit and mass provisioning for UC/XPR users
- is able to configure an OSMO (OpenScape Mobile Client) for a UC user
- is able to navigate thru the XPR Admin interface and execute necessary tasks
- is able to verify and manage the Xpressions functions of an UC user
- knows the build in CMP-UM (User Management) and is able to create/modify UC/XPR users with it

Prerequisites

WBT course - overview of the solution (SOLOVERSDS)

Course Mitel OpenScape Solution Administrator 1 (Voice) (SOLADM1SCS)

Contents

Atos Mitel OpenScape UC
- UC Navigation CMP
- General explanation of UC specific Navigation options

Feature Profile for UC
- Copy and modify UC user profiles

UC User
- Add UC user account with default user profiles

- Change UC user account
- Required Voice features for UC devices and functions (CSTA access, ONS, CFVM, Call Transfer)
- Required configuration of Mitel OpenStage and Desktop Client WE for UC users
- (Device configuration via DLS, verify settings via WBM access via Voice/DLS)

Import / Export UC users
- Bulk edit via file
- Mass provisioning via file

UC Xpressions user
- Export of UC users and import into Xpressions
- Verify Users on Xpressions system

OpenScape Mobile Client OSMO (UC only + Voice/UC combined)

Maintenance

Backup/Restore (Info only)

Level 1

Xpressions
- General Web Admin / Navigation
- Overview of XPR Admin Web GUI
- Add/Change User (without UC functionality)
- Manually create new XPR user for UC

Admin act as user
- Logon with Admin as user
- Verify user settings on the XPR Server for user
- Modify /change/ correct user individual settings

Curricula

This course is part of following curricula
- Curriculum for the Mitel OpenScape Enterprise
- Curriculum for customer administrator within Mitel OpenScape UC Suite

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Further information:

Please contact us for further information or bookings:

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