

# Unify Academy

Mitel OpenScape Concierge

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**Course code** OCEBASISCS

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**Target Group** Partner technicians, Mitel-GO employees, system integrators

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Course language	Delivery type	Duration
English	Classroom	3 days

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## Course description

Concierge Standard Course for Service. This course first discusses the concepts and operation of OpenScape Concierge and then turns to configuring the SIP Trunk Routing for the Concierge Provider Service (CPS) in Mitel OpenScape 4000 or Mitel OpenScape Voice is required for Unify OpenScape Concierge connectivity. The installation of the Concierge Server is discussed and carried out practically. The basic configuration of the server using the System Management application is discussed and practiced before going into application configuration with the Concierge Data Center application and Concierge call handling. Another section teaches participants how to configure Contact Data Providers (CDPs) to fill the Electronic Directory (ETB) with data from the customer's environment. Further integrations with Mitel OpenScape Contact Center, presence providers (such as: Mitel OpenScape UC, Circuit, Skype-for-Business or Microsoft Teams) or calendar integration with Microsoft Exchange can be discussed as needed. Finally, the Operation and Maintenance chapter provides the knowledge needed to patch and save and restore.

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## Learning Target

Understand installation, administration, platform integration, operation, maintenance, and troubleshooting for Mitel OpenScape Concierge to provide technical service to customers.

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## Prerequisites

Windows 2019 Server

Mitel OpenScape Voice, OpenScape 4000

Mitel OpenScape Contact Center (optional)

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## Contents

Concepts of Mitel OpenScape Concierge

Telephony integration with Mitel OpenScape 4000 and Mitel OpenScape Voice

Installation of the Mitel OpenScape Concierge Server, with practical exercises

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System configuration and operational monitoring with the Concierge System Management, with practical exercises

Application configuration with the Concierge Data Center, with practical exercises

Contact Data Provider and Electronic Telephone Book (ETB), with practical exercises

Functional overview of the concierge client application, with practical exercises

Operation and maintenance, with practical exercises

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## Curricula

This course is part of following curricula

- [Education Path for Mitel OpenScape Concierge](#)
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## Comments

Practical exercises are performed on a Mitel OpenScape Voice platform by default because immense effort to deploy a Mitel OpenScape 4000 platform is in most cases unreasonable. However, if you prefer to do your exercises on a Mitel OpenScape 4000 platform, please contact your training provider in advance.

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## Further information:

Please contact us for further information or bookings:

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