

Atos Unify Academy

Unify OpenScape Concierge

Course code OCEBASISCS

Target Group Partner technicians, Unify-GO employees, system integrators

Course language	Delivery type	Duration
English	Classroom	3 days

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 Unify OpenScape 4000 or Unify 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 Unify OpenScape Contact Center, presence providers (such as: Unify 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.

Learning Target

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

Prerequisites

Windows 2019 Server

Unify OpenScape Voice, OpenScape 4000

Unify OpenScape Contact Center (optional)

Contents

Concepts of Unify OpenScape Concierge

Telephony integration with Unify OpenScape 4000 and Unify OpenScape Voice

Installation of the Unify OpenScape Concierge Server, with practical exercises

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

Curricula

This course is part of following curricula

- [Education Path for Unify OpenScape Concierge](#)
-

Comments

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

Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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