

# Atos Unify Academy

OpenScape Voice Solution V8 Update Course for Service

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**Course code** OSVSOL8UDS

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**Target Group** Service Technician, Customer Administrator, Self Maintainer

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Course language	Delivery type	Duration
English	WBT	4 hr

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## Course description

This course is for service oriented technicians to learn the new features of OpenScape Voice V8 Solution. The participant should be able to fulfil customer expectations and demands regarding Moves, Adds and Changes (MAC´ s).

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## Learning Target

The participant

- knows the new OpenScape Voice V8 solution enhancements
  - is able to present and implement the new features to the customer.
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## Prerequisites

Adequate knowledge about the OpenScape Voice V7R1, OpenScape Mobile V7, OpenScape Branch V7, OpenScape SBC V7 and CDC V7 - e.g.:

- OpenScape Solution Administrator (SOLADM1SCS)
  - OpenScape Solution Administrator 2 (SOLADM2SCS)
  - OpenScape Branch for Service (OSBADV1SCS)
  - OpenScape Session Border Controller (SBCADV1SCS)
  - Customer Data Collection Tool (OSVCDC7SDS)
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## Contents

Introduction into the new OpenScape Voice V8 solution enhancements:

OpenScape Voice V8

- Subscriber features - e.g. Silent Monitor Whisper, Call Forwarding Overwrite, etc.
- System features - e.g. CAC enhancements for Video, etc.
- Assistant (CMP) enhancements - info text, view, etc.
- Security Features - e.g. IDS for OSV

OpenScape Branch

- OSB 50i and 500i additional PRI capabilities, etc.

OpenScape SBC V8

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

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- Security Enhancements, Media Transcoding, etc.

WEBCDC

- New Graphical User Interface (GUI) layout in general
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## Comments

This course requires the AT&T Connect Participant application to run. If not already installed on your computer, you can download the Participant here: [AT&T Client Download](http://www.corp.att.com/attconnectsupport/downloads/previous/)

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## Further information:

Please contact us for further information or bookings:

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