Unify Academy

Unify OpenScape Enterprise Solution Overview

Course code SOLOVERSDS

Target Group Service and Customer Administrator

Course language	Delivery type	Duration
English	WBT	50 min.

Course description

This WBT training is intendet for all involved in a Voice-/UC solution and should be used as the starting point for all further solution courses. It contains a general overview of the solutions. It explains the hardware of each of the components involved as well as the functionality of each component in these solutions.

Learning Target

The participant

- Has a general overview of the complete Voice-/UC- solution.
- Knows the hardware of each solution component.
- Knows the functionality of each of the solution components.

Prerequisites

None

Contents

Unify OpenScape Voice

- Hardware, connectivity, solution overview

Unify OpenScape Deployment Service (DLS)

- Functionality

Unify OpenScape UC

- Cover various installation/solution options
- Components and functions

Unify OpenScape Contact Center

Unify OpenScape Xpressions

Gateways (eg.RG8700, Mediatrix, HG3540)

Unify OpenScape Branch (OSB 50i ,OSB 250, OSB 1000, OSB 6000, OSB 500i)

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OSS

Basic Sip components

- Registrar, Proxy, etc.
- Call flow through an OSV

Comments

Web Based Training:

- For participation and booking a myTraining-Account is required

System requirements:

- PC with sound card and stereo headset / speaker is required
- Screen resolution at least 1280*1024
- Windows 7 or higher: Internet Explorer 9 or higher
- Possible alternative Browser: Firefox, Safari, Chrome
- Current version of Adobe Flash Player is required
- Javascript has to be activated

Further information:

Please contact us for further information or bookings:

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

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