Atos Unify Academy

Atos Unify OpenScape Enterprise Solution Update Workshop V9R0 to V9R4 for Service

Course code OSE9094UWS

Target Group   Service Technician, Customer Administrator, Self Maintainer

Course language	Delivery type	Duration
English	Classroom	4 days

Course description

This course is for service oriented engineers. One of the objectives is to present OpenScape Solution enhancements required for the ´Joint Interoperability Test Command´ (JITC) certification process. Additionally, we refer to the new installation process, new Hardware, new Voicemail component on an OSB and consider minor changes/improvements of the solution set. The participant should be able to fulfill customer expectations relating to the V9R0 release.

Learning Target

The participant
- Knows the new OpenScape Voice V9 (Eco) solution enhancements.
- Is able to present and implement the new features to the customer.

Prerequisites

Adequate knowledge about the OpenScape Voice V8, OpenScape Branch V8, OpenScape SBC V8 and WebCDC - e.g.:
- OpenScape Solution Administrator (SOLADM1SCS)
- OpenScape Solution Administrator 2 (SOLADM2SCS)
- OpenScape Branch for Service (OSBADV1SCS)
- OpenScape Session Border Controller (SBCADV1SCS)
- Web Based Customer Data Collection Tool (CDCZEHESDS and/or CDCWEB1UDS)

Contents

Important OpenScape Voice V8R1 ´sprints´ covered as well - e.g. Installation/Restore procedure

Introduction of the new OpenScape V9 (Eco) Solution enhancements:

OSV
- VMWare installation method
- New Hardware
- New Operating System (SLES12)
- JITC certification process

- SIP enhancements for OSV
- CMP enhancements

Trace Manager (TM)

- Obfuscating log files

OpenScape SBC (OSS)

- Very high capacity of SBC
- SIP Connect enhancements

OpenScape Branch (OSB)

- Local Voicemail
- ACD mode behaviour

WEBCDC

- What´s new? - related to V9 Eco Solution

Further information:

Please contact us for further information or bookings:

Email   academy.exc@atos.net

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