# Atos Unify Academy

**OpenScape Concierge V4 R0 - Update Training for Service**

**Course code** OCEV4R0UDS

**Target Group**   Partner technicians, GO personal, System integrators

| Course language | Delivery type | Duration |
|---|---|---|
| English | WBT | 76 min. |

## Course description

This course is intended to Service technicians with knowledge of Concierge V3R1 and mainly covers the new features and functionalities of Version V4 compared to its predecessor.

## Learning Target

The participant
- Gets detailed knowledge about new features of Concierge V4
- Is able to update a Concierge Installation from Concierge V3R1 to Concierge version V4
- Is able to install the required software packages at the customer site and knows the new features and how to handle and configure those

## Prerequisites

Knowledge of OpenScape Contact Center Extensions (Concierge) V3R1

## Contents

Installation and Functionality of Concierge Version V4

New Features:
- Support for Windows 2016
- Support for IPv6
- Server Installation under Windows 2016
- System Management configuration
- Data Center configuration
- Support for CSTA Display field
- CPS security enhancements
- Support for Unify platforms and applications
- Enhanced calendar support
- Circuit integration
- Skype for Business integration
- Smart Software Update

- Support for vStorage API

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## Curricula

This course is part of following curricula
- [Ausbildungsweg für Unify OpenScape Concierge](#)
- [Education Path for Unify OpenScape Concierge](#)

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## 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
- Javascript has to be activated

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## Further information:

Please contact us for further information or bookings:

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