Atos Unify Academy

OpenScape Concierge V4 R0 - Update Training for Solution Architects

Course code OCEV4R0UDC

Target Group   Solution Architects (formerly consultants, pre sales and technical sales)

Course language	Delivery type	Duration
English	WBT	77 min.

Course description

This course is intended to solution architects with knowledge of Concierge V3 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
- Knows differences between OSCC-E V3 and Concierge V4

Prerequisites

Knowledge of OpenScape Contact Center Extensions V3

Contents

Installation and Functionality of Concierge Version V4

New Features:
- Support for Windows 2016
- Support for IPv6
- 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

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

Further information:

Please contact us for further information or bookings:

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