



# 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

http://www.unify.com/academy

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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

## **Further information:**

Please contact us for further information or bookings:

Email academy.exc@atos.net

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

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