

Atos Unify Academy

Unify OpenScape Business Trace and Logging

Course code OBUTRACSDS

Target Group Unify OpenScape Business Service technician, IT technician

Course language	Delivery type	Duration
English	WBT	64 min.

Course description

The correct usage of "Tracing" the Unify OpenScape Business Systems will be covered by this Webinar. This Trace Webinar gives you an overview about the Trace and Monitoring components and also covers the correct usage of those for escalations.

Learning Target

The participant is able to:

- Do enhanced troubleshooting.
 - Setup the particular trace according to the problem.
 - Use additional trace methods.
 - Escalate a problem in a correct manner.
 - Knows the requirements for ticket creation.
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Prerequisites

Very good knowledge with systems:

- Unify OpenScape Business X
- Unify OpenScape Business S

Good knowledge with:

- Windows
 - TCP/IP
 - Voice over IP
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Contents

Technical part □ product integrated option

Technical part □ product related

Different use cases

Add-on tools

- Call Monitoring
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