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 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.

Prerequisites

Very good knowledge with systems:

- Unify OpenScape Business X
- Unify OpenScape Business S

Good knowledge with:

- Windows
- TCP/IP
- Voice over IP

Contents

Technical part product integrated option

Technical part product related

Different use cases

Add-on tools

- Call Monitoring

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- Husim Phone Tester (jHPT)
- Wireshark
- DDC Tool

Tracing and Monitoring overall

Tracing error related

Different tracing

- Atos Unify OpenScape Business, Application Clients, Devices

Process part

- Partner Portal and Service Now

Curricula

This course is part of following curricula

- Implementation & Support Specialist Unify OpenScape Business
- Implementation & Support Specialist Unify OpenScape Business
- Implementation & Support Expert Unify OpenScape Business
- Implementation & Support Expert Unify OpenScape Business

Tests and Certificates

This course prepares following certification:

- Implementation & Support Specialist Unify OpenScape Business
- Implementation & Support Expert Unify OpenScape Business

Comments

General:

- The prerequisites of the course are necessary for successful course participation!

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
- Browser: Chrome, Firefox, Internet Explorer 9 or higher, Safari
- 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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