

Atos Unify Academy

Atos Unify OpenScape Concierge V4R2 - Update Training for Service

Course code OCEV4R2UDS

Target Group Consultants, Partner technicians, GO personal, System integrators.

Course language	Delivery type	Duration
English	WBT	47 min.

Course description

With version V4 R2, the Concierge software will be adapted to the new software versions of the accompanying products with regard to the support of MS-SQL-Server 2019 and OpenScape Contact Center V11. The MS Teams integration and the Concierge Internet Browser replacement improves Concierge user productivity. The support of the VMWare Storage API as well as the new Concierge Tools section in the SWS make work easier for the technicians in charge. System Management and Data Center adjustments as well as the new Time-Zone handling in Concierge Reports and encrypted access to Emails complete the scope of the release.

Learning Target

The participant

- Gets detailed knowledge about new features of Concierge V4 R2.
- Is able to update a Concierge Installation to Concierge version V4 R2.
- 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 Atos Unify OpenScape Concierge V4 R1

Contents

Updating the Concierge software to V4 R2

- Support for MS-SQL-Server 2019
- Concierge Tools Section on SWS
- MS Teams Integration
- Support for OpenScape Contact Center V11
- Support for VMWare Storage API
- System Management and Data Center Changes
- Time Zone Handling in Concierge Reports
- Concierge Email encryption

- Concierge Internet Browser Replacement
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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
 - Browser: Chrome, Firefox, Internet Explorer 9 or higher, Safari
 - Javascript has to be activated
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Further information:

Please contact us for further information or bookings:

Email academy.exc@atos.net

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