

Atos Unify Academy

Atos Unify OpenScape Concierge V4R2 - Update Training for Solution Architects

Course code OCEV4R2UDC

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

Course language	Delivery type	Duration
English	WBT	37 min.

Course description

With version V4R2, 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 V4R2
- Knows differences between Concierge V4R2 and previous versions

Prerequisites

Knowledge of OpenScape Concierge V4R1

Contents

Updating the Concierge software to V4R2

- 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

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

Further information:

Please contact us for further information or bookings:

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