

Unify Academy

Mitel OpenScape Concierge V5 R0 - Update Training for Service

Course code OCEV5R0UDS

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

Course language	Delivery type	Duration
English	WBT	32 min.

Course description

With version V5 R0, the Concierge software has been adapted to the Windows Server 2022 operating system. The OCDPE softphone, which is part of the Mitel OpenScape Concierge V5 R0 client, allows to deploy Concierge workplaces in locations without classical telephony infrastructure. The Mitel-Office integration and new options to display the caller number improves the Concierge user productivity. The possibility to distribute CA certificates automatically, the performance improvement regarding the OSCC functionality-check of Concierge and additional options to schedule the Contact Data Provider data import improve the Concierge operation. An update of the Concierge Tools completes the scope of the release.

Learning Target

The participant

- gets detailed knowledge about new features of Mitel OpnScape Concierge V5 R0.
- Is able to update a Concierge Installation to Mitel OpenScape Concierge version V5 R0.
- 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 Mitel OpenScape Concierge V4R2

Contents

Release Overview

- Embedded OCDPE SIP Soft Phone
- Mitel Office Integration
- Support for Windows Server 2022
- CA Auto Enrollment
- Client Installation Changes
- Flexible Import Scheduler for Contact Data Provider
- Database support for Czech characters
- Health check improvements (OSC and OSCC)
- Configuration for choosing the caller number

- Concierge Tools update
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Curricula

This course is part of following curricula

- [Education Path for Mitel OpenScape Concierge](#)
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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@mitel.com

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