

MiContact Center Enterprise R. 9.5 Core Part 1 - Installation & Maintenance Leader Led

This course is designed for technicians, installers, and maintainers. The MiCC Enterprise Core 1 - I&M covers fundamental tasks involved in the setup, install, and configuration of MiContact Center Enterprise.

Target Group

Technicians, Installers & Maintainers

Requirements

In order to enroll, students must have:

- | Knowledge of the basic concept of computers and/or PC's
- | Knowledge of operating systems
- | Notion of SQL Data Base and Microsoft Exchange
- | Knowledge of MX-ONE Telephony System

Your Benefits

Installing and Configuring Solidus according to fundamentals tasks.

With the certification of MiCC Enterprise R. 9.5 Core 1 you are able to enroll in MiCC Enterprise R. 9.5 Core 2.

Methods

The course is an instructor leader led classroom course with hands-on exercises.

Key Features

The following topics are covered during this training:

Components of OAS

- | CTI Overview
- | OAS Licensing
- | OAS Installation
- | Understand configuration on MX-ONE
- | Understand OAS Configuration
- | Media Message Tool
- | Media ETPAPI Tool

Components of Solidus

- | MiContact Center Enterprise Licensing
 - | Requirements and Pre-requisites
 - | MiContact Center Enterprise Installation
 - | Configuration Manager
 - | MiContact Center Agent
 - | Client Installation
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- | Information Manager
- | Report Manager
- | Data Backup and Restore
- | Report Layout Configuration
- | Database Maintenance Utility

Additional Recommended Training

- | MiContact Center Enterprise R. 9.5 Core Part 2

Events

Dates on request

Duration

5 Days

Certificate

Mitel Certification

Contact Person



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