



Course Description

CMG Snapware I&M

Aastra

BOX 42214
SE-126 17 Stockholm

LZU 102 1739, Date 2008-05-14

Overview

Snapware is a Computer-Telephony-Integration (CTI) solution with integrated presence management functionalities for a multiplicity of telecommunications platforms.

Snapware consists of the Snapware Client, which integrates telephony functions into the Windows user interface, and the Snapware Server, which serves as a link between the Snapware Clients and the PBX as well as the telephones. Commands and status information is exchanged with the PBX via the Snapware Server.

This solution provides users on their PC with numerous functions and features like:

- Telephony functions: Dialling, picking up, hanging up, consultation, call forwarding, conference, brokering, call diversion.
- Convenience functions: Listing of calls, popup-windows with information about the caller, call reminders, re-scheduling of calls, address book, presence management (forwarding calls depending on telephone number and time) and quick dial keys.
- Team functions: Group pick-up incl. display of caller information before picking up, display of conversation status and display as well as configuration of the call diversion for partner extensions, call-back, chat with other Snapware users, attention feature, telephone notes, setting status.
- ACD and agent functions (Cisco Unified CallManager only) such as logging on and logging off, manual extension of post-processing time, switching to breaks, status display for ACD agents and ACD queues.
- Integration into 3rd party applications like Microsoft Outlook and Exchange (journal, using Contacts to recognise calls, dialling and call-reminders from the Contacts, telephone notes, hanging up) and Microsoft Active Directory (single user login, user import).

The course is designed for engineers and covers the installation, configuration and maintenance of the Snapware application based on the CTI integration with the MX-ONE™ Version 3 Telephony System and Cisco Unified CallManager and application integration into Microsoft Outlook, Exchange and Active Directory as well.

Target audience

The course is designed for Service Partners and customer engineers who need to install, configure and support Snapware.

Prerequisites

Basic skills and working knowledge in the following areas are required:

- Administering Windows Server and Microsoft Active Directory
- Understanding TCP/IP networking and protocols
- Installing and configuring Microsoft SQL Server

- Administering Microsoft Exchange Server, configuring and using Microsoft Outlook
- To maximize the practical elements of the training, MX-ONE™ Version 3 Telephony System course have to be taken to prepare students with necessary telephony system background knowledge.
- Administering and configuring Cisco Unified CallManager.

Main Objectives

The course provides detailed information on how to install, configure and maintain the Snapware application. You will know how to handle Snapware and the integration into Outlook and Exchange Server and how to integrate it with the MX-ONE™ Version 3 Telephony System and Cisco Unified CallManager. Thus you will be able to configure, integrate and operate the Snapware platform and its applications with more competence.

Contents

- Product description
- System design: Server and Client functions, connection to MX-ONE V.3 Telephony System and Cisco Unified CallManager, system components, scalability, licensing
- Installation of Snapware Server and Snapware Client
- System configuration: connection to MX-ONE V.3 Telephony System and Cisco Unified CallManager, installing licenses, user accounts, configuration profiles, telephone rights, security settings, using database interface for caller recognition and journal function
- Using components and functions: call control, collaboration features, Presence Management, phone book, WebSnapware, Netwise LDAP Server, integration into Microsoft Outlook and Exchange Server, integration into Microsoft Active Directory
- Cisco Unified CallManager: configuring and using ACD groups and announcements, call routing, call handling, agent logon, agent functions, statistics and monitoring functions
- Cisco Unified CallManager: configuring and using XML service for Cisco IP Phones and PM Manager Assistant application
- Maintenance of Snapware Server: backup and restore configuration, user import
- Basic trouble shooting guidelines

Learning Situation

The course is an instructor-led course providing a solid knowledge foundation with its participants and also putting the acquired skills into practice. During the course each participant will perform exercises to get a realistic inside product experience.

Equipment will be available to enable students to install, configure and test the functions.

Duration

The duration of the course is 4 days.

Certification test

EETT-30004 – Netwise CMG Snapware I&M technical

Available on WebLearn: <http://ericsson.tripnet.se/weblearn>

Add-on Courses

The course and test details for Contact Management 2007 are listed below:

- LZU 102 1738 Netwise CMG 2007 I&M, Instructor Led Training.
- EETT-30003: Netwise CMG 2007 I&M Technical test
- LZU 102 1740 Netwise CMG Cisco I&M, Instructor Led Training.
- EETT-30005: Netwise CMG Cisco I&M technical test
- LZU 102 1741 Netwise CMG Speech I&M, Instructor Led Training, 2 days.
- EETT-30006: Netwise CMG Speech I&M technical test

Terminology

N/A