



AGENDA

estos Expert Training

Unified Communications and CTI with estos ProCall 5 Enterprise, MetaDirectory and the ECSTA Serie

Requirements for estos Expert Training:

Completed estos Business Partner Workshop or proven knowledge of the basic installation of ProCall 5 Enterprise UCServer, UCClient and estos MetaDirectory, ICT basic knowledge and basic computer skills based on Windows operating systems.

Day 1, 10:00–18:00

Computer Telephony Integration (CTI) with ProCall Enterprise and ECSTA

- Microsoft TAPI, CSTA, and CTI (theory)
- ECSTA versions: Overview and differences (theory)
- Cloud Services / ECSTA for SIP Phones (uaCSTA) (theory)
- Multi-site and multi-vendor (theory)
- Cascading and site connectivity (theory)

Configuration ECSTA for Siemens HiPath 3000

- Installation ECSTA
- Configuration
- Location
- Regular expressions
- Instantiation ECSTA
- Telephony Service – important Registry keys

Configuration ProCall 5 Enterprise - UCServer

- Important facts before installing (theory)
- Installation
- Licensing (theory)
- Presence Domain
- Microsoft Access database
- Database MS SQL
 - Windows authentication
 - SQL authentication
- User Management UCServer
- User Management Active Directory,
 - With Read permissions
 - With write permissions
 - Schema extension
 - Active Directory Snapin
- Permissions and service configuration
- Create and use certificates for SSL connections
 - Root CA
 - IIS & selfsigned Certificates
 - Public certification authorities (theory)



Day 2, 09:00–17:00

ProCall 5 Enterprise UC Client

- Installation, conventional installation (theory)
- Software distribution with UCServer
- Software distribution with Group Policy
- ProCall Enterprise in Terminal Server / Citrix environment
 - Important Client settings
 - Tapidriver for 3rd party applications
- Profile management UCServer
- Settings and Group Policy with administrative templates
- Basic function and operation
- Presence on Active Contacts / Groupware
- Audio / Video (A/V) Chat with ProCall 5
 - Introduction WebRTC (theory)
 - A/V use cases
 - A/V with different webcams
- Local data sources
- Central data sources
- Provide data sources

Business Process Integration with ProCall 5 Enterprise and MetaDirectory

- Basic concept of business process integration
- MetaDirectory editions and uses
- MetaDirectory and LDAP
- Installation and configuration MetaDirectory
- Data replication from specialized applications
- Interfaces ProCall Enterprise to-application (actions / XSLT)
- Interfaces specialized application to ProCall Enterprise (URL handler / SDK)



Day 3, 09.00–14.00

ProCall 5 Enterprise UCC extensions

- MAPI and EWS calendar replication
- E-mail and SMS notification
- Federation and Security
- Mobile Service & Mac Client
- Turn & Stun

Maintenance and Troubleshooting

- Diagnosis with Ephone.exe, Ping, Telnet, NSLookup, etc.
- Backup and Restore
- required ports
- Common Registry Keys
- Recommended estos test tools for A/V, Bluetooth, ICE,

Final test 30 minutes

Final test:

- Certificate "estos Expert Partner" after successful completion of the test (success rate 80%)
- Each participant (max. one time per company) after successful completion of the test, a **25 user ProCall 5 Enterprise license free for personal use.**

Referent:

Christian Dawid, Presales & Training Executive