



# Unify

## Certified Implementation & Support Specialist OpenScape Business

Certification has been presented to

### Volker Menden

In recognition of the successful completion of all  
certification requirements of Unify Academy.

30/05/2018

Valid for 2 years

Cert. No: 135528



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John Balcar  
Global Director  
Unify Academy

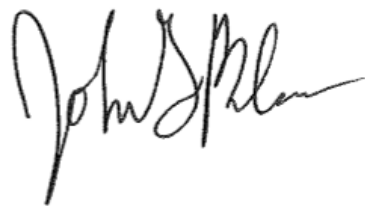
# Implementation & Support Specialist OpenScape Business

## Volker Menden

has passed a theoretical examination covering the following topics

- System and hardware overview
- Overview of Features
  - System and station features
  - UC Smart features
  - Attendant features
- Internet Telephony
- Licensing Concept
- Installation, system start up and configuration
- Backup and Restore
- Software Update concept
- UC Smart applications
- Mobility myPortal to go
- Smart Voicemail
- Serviceability and Maintenance
- Remote Access

The Implementation & Support Specialist OpenScape Business has been awarded.



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John Balcar  
Global Director  
Unify Academy

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