



About OpsMailmanager

OpsMailmanager is Opsera's email management product. It integrates emails into overall document storage, search and retrieval by automating the filing and classification of email messages, and their attachments, from Outlook, Lotus Notes or other email clients, into Alfresco ECM.

Opsera provide a range of services for Opsmailmanager, including support, consulting services and training.

Opsera's OpsMailmanager training programme allows you get the most out of your OpsMailmanager application. Courses are available for users, system administrators and developers.

Classroom Training

Classroom training is delivered at a location provided by Opsera, or by one of our certified resellers and support partners worldwide. Classroom training is open to all participants wishing to attend.

Opsera can also provide bespoke on-site training – customised to suit your needs and delivered on your own premises. A minimum number of students are required for on-site training. Please contact us for further details.

Web-based Training

Web-based training will be delivered online via a web conferencing service. It is open to all students wishing to attend.

Course Booking

For the latest information on our course schedule and to book online visit:

<http://www.opsera.com/opsmailmanager>

Contact Opsera

To speak with someone at Opsera

Tel (UK): +44 (0)845 057 7887 or Email: opsmailmanager@opsera.com



Course OMM101 OpsMailmanager for MS Outlook Users

Overview	Covers a basic introduction on how to use OpsMailmanager if you are a MS Outlook user
Objectives	To get users up to speed with OpsMailmanager to the point where they can use it effectively
Course Content	<ul style="list-style-type: none">• Dragging & dropping an email from Outlook into the Alfresco store• Viewing email properties in Alfresco• Filing emails with attachments• Viewing document properties from your email client/mailbox• Searching across emails and documents• Filing emails automatically from a dropzone• Managing duplicate emails• Sending emails directly into the Alfresco store• Viewing documents themselves from your email client/mailbox• Removing unwanted attachments during filing (e.g. stripping out .gif files/logos)
Who should attend?	This course is intended for: Beginners – people using MS Outlook as their email system and starting to use OpsMailmanager for the first time
Prerequisites	Familiarity with MS Outlook and Alfresco ECM
Delivery	Web-based
Duration	2 hours



Course OMM102

OpsMailmanager for Lotus Notes Users

Overview	Covers a basic introduction on how to use OpsMailmanager if you are a Lotus Notes user
Objectives	To get users up to speed with OpsMailmanager to the point where they can use it effectively
Course Content	<ul style="list-style-type: none"> • Copying an email from Lotus Notes into the Alfresco store • Viewing email properties in Alfresco • Filing emails with attachments • Viewing document properties from your email client/mailbox • Searching across emails and documents • Filing emails automatically from a dropzone • Managing duplicate emails • Sending emails directly into the Alfresco store • Managing documents from your email client/mailbox – e.g. kicking off a workflow • Viewing documents themselves from your email client/mailbox • Removing unwanted attachments during filing (e.g. stripping out .gif files/logos)
Who should attend?	<p>This course is intended for:</p> <p>Beginners – people using Lotus Notes as their email system and starting to use OpsMailmanager for the first time</p>
Prerequisites	Familiarity with Lotus Notes and Alfresco ECM
Delivery	Web-based
Duration	2 hours

For more information on OpsMailmanager or to download a free 30 day trial, please visit our website or contact us:

+44 (0)845 057 7887

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www.opsera.com

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Course OMM103

OpsMailmanager for Thunderbird Users

Overview	Covers a basic introduction on how to use OpsMailmanager if you are a Thunderbird user
Objectives	To get users up to speed with OpsMailmanager to the point where they can use it effectively
Course Content	<ul style="list-style-type: none">• Dragging & dropping an email from Thunderbird into the Alfresco store• Viewing email properties in Alfresco• Filing emails with attachments• Viewing document properties from your email client/mailbox• Searching across emails and documents in Alfresco and in the email client• Filing emails automatically from a dropzone• Managing duplicate emails• Sending emails directly into the Alfresco store• Managing documents from your email client/mailbox – e.g. kicking off a workflow• Viewing documents themselves from your email client/mailbox• Removing unwanted attachments during filing (e.g. stripping out .gif files/logos)
Who should attend?	This course is intended for: Beginners – people using Thunderbird as their email system and starting to use OpsMailmanager for the first time
Prerequisites	Familiarity with Thunderbird and Alfresco ECM
Delivery	Web-based
Duration	2 hours

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Course OMM104

OpsMailmanager for System Administrators

Overview	Covers OpsMailmanager installation, configuration and management
Objectives	Provides system administrators with the knowledge required for installing and managing OpsMailmanager
Course Content	<ul style="list-style-type: none"> • Important concepts – before you begin • Installing/upgrading and uninstalling OpsMailmanager • OpsMailmanager and Alfresco integration • Extending the Alfresco admin console • Configuring OpsMailmanager - basic • View documents set-up • Managing auto-subscription • Attachment management set-up • Email filing engine set-up • Duplicate email checker set-up • Managing inbound emails • Managing access rights • Windows Explorer and CIFS troubleshooting • Performance monitoring & managing system logs • Backup and restore procedures
Who should attend?	This course is intended for: System administrators who will be responsible for managing and troubleshooting the OpsMailmanager system.
Prerequisites	Familiarity with Alfresco ECM
Delivery & Duration	Classroom and 1 day

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Course OMM105

OpsMailmanager for Developers

Overview	Covers how to customise different features of the OpsMailmanager system and how to retrieve and update email information in the repository
Objectives	<p>Provides developers with the knowledge required to customise OpsMailmanager software to suit their organisation.</p> <p>Allows anyone considering OpsMailmanager for their organisation to get the most out of their evaluation.</p>
Course Content	<ul style="list-style-type: none">• Introduction to OpsMailmanager with Alfresco• Setting up a development environment• Creating a custom email node naming convention• Creating a custom email attachment node naming convention• Creating an email filing message processor• Getting the document node reference from a wrapping email• The OMM custom X-MIME headers• HTTP URL commands
Who should attend?	System administrators and developers that want to customise the OMM system further than can be achieved with normal OMM configuration.
Prerequisites	OMM 104
Delivery	Classroom
Duration	Classroom and 1 day (You can combine with OMM104 for a 2 day course)