



Connected Capture Administration Training Course

Course Overview

This hands-on course provides a comprehensive introduction to Connected Capture. With a modular approach the course can cover the installation and configuration of our Connected Capture On-Prem solution on the following platforms: Skype for Business, Skype Online, Yammer, MS Teams, SharePoint On-Prem and SharePoint Online. Attendees will gain a good understanding of the environment supporting the specific platform in use in their implementation. They will learn about the features and functions of the solution and how to leverage it to capture, manage and audit communications.

Duration and Pricing

This is a 2-day course for up to 6 attendees. The cost of the course (inclusive of up to 6 attendees) is \$7,200 USD. Course price / length may need to be adjusted if multiple modules need to be covered in the same course.

Delivery

The training course is delivered virtually using WebEx Training Center by a dedicated remote instructor.

Pre-Requisites

To get the most out of the course, attendees should have a good understanding of Microsoft Windows Servers, Microsoft SQL Server, Microsoft Active Directory and of the specific platform(s) covered.

For more information, or to register for this course, contact us at learningservices@smarsh.com.

Course Contents

- > Connected Capture Components
- > Connected Capture Architecture
- > Connected Capture Workflow
- > Supported Directory Services
- > Server Software and Hardware Requirements
- > Supported Platforms Windows, Linux and Active Directories
- > Supported Database Servers
- > Supported Browsers
- > Required Service Account and Permissions Requirements
- > Where to Obtain/Download the Server Software Download
- > Installing Connected Capture Server
- > Installing the Base Product and Corresponding Connectors
- > Users and Roles
- > Administration and Configuration
- > Capturing some Communications
- > Connected Capture Logs
- > Security Certificate
- > Understanding Import Process
- > Disclaimers and Alerts
- > Data Retention
- > Reviewer – Dashboard and Interactions
- > Ethical Walls
- > Groups and Policies
- > Restricting Communication Content (Block, Log or Challenge)
- > Administrative UI and Dashboard
- > Reports
- > Connected Capture License
- > Restricted Phrases
- > Audit Trail
- > Administrative Reports
- > Configuring Exporters
- > Central Policy Management
- > Managing Employees, Groups and Buddy Names
- > Systems Center Operation Management (SCOM) Packs
- > Connected Capture High Availability and Disaster Recovery Requirements and Configuration
- > Network Design Best Practices