

AUC v7.0 - Administering Cisco Unity Connection

2 Day Hands-On Lab & Lecture Course

Price: \$1,995.00

Learning Credits: 20

Description

AUC v7.0 is a 2 day course that is designed to provide the learner with the knowledge to administer and manage Cisco Unity Connection release 7.0.

If ACUCM v7.0 is offered the same week as AUC v7.0, at the same location, you can attend both classes for \$3,495.00, giving you a \$1,195.00 discount off the regular pricing for the individual classes.

Objectives

- Introduction to Unity Connection and Deployment Models
- Configuring Users and Contacts
- Implementing Features
- Using Cisco Unity Connection Applications, Tools and Reports

Course Outline

- Introduction to Cisco Unity Connection
 - Features and capabilities
 - Deployment models
 - Review of PIMG, TIMG, VPIM and Digital Networking
 - Active/Active High Availability
 - Navigating Cisco Unity Connection
 - Understanding Call Handlers, Users and Call Flow
- Configuring Users and Contacts
 - Understanding and configuring users and contacts
 - Managing multiple users
 - Importing users using AXL
 - Importing users using LDAP
 - Importing users using the Bulk Administration Tool
- Implementing Features
 - Implementing the Dial Plan
 - Creating and assigning partitions and search spaces
 - Dial plan considerations
 - Understanding User Features
 - Managing Individual Users
 - Find individual users
 - Edit user basics
 - Configure password settings

- Reset user passwords
- Assign additional roles
- Configure user MWI settings
- Configure user transfer rules
- Manage message settings
- Configure call input
- Edit and review mailbox settings, quotas, and status
- Configure the playback message settings
- Configure the send message settings
- Edit message actions
- Configure notification devices
- Configure alternate extensions
- Configure alternate names
- Creating private distribution lists
- Editing external service accounts
- Editing SMTP proxy addresses
- Review of voice recognition features
- Accessing Voice Messaging and User Features
 - Accessing Voice Messaging
 - Review of the Phone View features
 - Implementing ViewMail for Outlook
 - Personal Communications Assistant – Unity Inbox
 - Personal Communications Assistant – Unity Assistant
 - Personal Communications Assistant – Personal Call Transfer Rules
 - Accessing Voice Messaging using RSS feeds
 - Implementing Secure Messaging
- Managing Distribution Lists
 - System Distribution Lists
 - Private Distribution Lists
- Using Cisco Unity Connection Applications, Tools and Reports
 - Designing an Audiotext Application
 - Configuring an Audiotext Handler
 - System Call Handlers
 - Interview Handlers
 - Director Handlers
 - Greeting Administrator
 - Cisco Unity Connection Tools and Reports
 - Bulk Edit Utility
 - Remote Port Status Monitor
 - Port Monitor
 - Disaster Recovery Tool
 - Unity Connection Reports

Module 1: Introduction to Cisco Unity Connection

Lab 1-1: Verify Connectivity and Call Flow

Lab 1-2: Verify and Configure Call Handlers

Lab 1-3: Working with Users and Extensions in Voice Mail

Module 2: Configuring Users and Contacts

Lab 2-1: Preparing to Configure Users and Contacts

Lab 2-2: Managing Users and Contacts

Lab 2-3: Managing Multiple Users

Module 3: Implementing Features

Lab 3-1: Implementing the Dial Plan

Lab 3-2: Understanding User Features

Lab 3-3: Implementing Integrated Messaging and User Features

Module 4: Using Cisco Unity Connection Applications, Tools and Reports

Lab 4-1: Implementing an Audiotext Application

Lab 4-2: Cisco Unity Connection Tools and Reports