
Administering Cisco Unity Connection (AUC) v8.0 (AUC 8)

Course Objectives

- Explain the function of Cisco Unity Connection and the various interfaces that are used to access the system
- Describe the components that are required for user call processing by Cisco Unity Connection
- Implement the various features and options that are available to users in Cisco Unity Connection
- Use the various applications, tools, and reports that are available in Cisco Unity Connection

Prerequisites

The knowledge and skills you must have before attending this course are as follows:

- Basic understanding of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing.
- Basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration tasks
- Basic understanding of Cisco Unified Communications Manager

Course Outline

Module 1: Introduction to Cisco Unity Connection This module describes the function of Cisco Unity Connection, and the various interfaces that are used to access the system.

Lesson 1: Overview of Cisco Unity Connection This lesson defines an understanding of Cisco Unity Connection functions and features, including the standalone, active-active cluster pair, and digital networking deployment models.

- Understanding Cisco Unity Connection
- Cisco Unity Connection Integration
- Active-Active, High-Availability Deployment
- Digital Networking Deployment Model

Lesson 2: Navigating Cisco Unity Connection This lesson defines how to access the various applications and services in Cisco Unity Connection, including Cisco Unity Connection Administration and Cisco Unity Connection Serviceability.

- Accessing Cisco Unity Connection
- Logging into Cisco Unity Connection Applications
- Cisco Unified Serviceability and Cisco Unity Connection Serviceability
- Cisco Unity Connection Administration
- Port Configuration for Telephony Integration

- General Configuration

Lesson 3: Understanding Call Handlers, Users, and Call Flow This lesson defines how to access and configure call handlers, users, and call flow in Cisco Unity Connection Administration.

- Call Processing
- Default Call Handlers
- Handlers—Function and Purpose
- Default Call Handler Flow
- Call Handler Configuration
- Incoming Call Flows
- Cisco Unity Connection Incoming Call Flow
- Message Retrieval
- Incoming Call Processing Components
- Call Routing—Direct or Forwarded
- Call Routing—Direct
- Call Routing—Forwarded
- Configuration of Users
- Implementation of Call Routing
- Implementation of Call Routing—Direct
- Implementation of Call Routing—Forwarded
- Directory Handlers
- Directory Handlers Configuration
- Interview Handlers
- Interview Handlers Configuration

Module 2: Configuration of Users and Contacts This module describes the differences between users and contacts and the configuration procedures for each of these objects in Cisco Unity Connection. The learner will be able to explain the components that are required for user call processing by Cisco Unity Connection.

Lesson 1: Explaining Users and Contacts This lesson explains the various users and contacts in Cisco Unity Connection.

- Understanding Users
- Preparing to Configuring Users
- Configuring Authentication Rules
- Configuring CoS
- Configuring Schedules and Holidays
- Configuring User Templates
- Configuring Users
- Understanding Contacts
- Configuring Contacts

Lesson 2: Managing Multiple Users This lesson provides an understanding of how to manage multiple users using various methods, such as AXL, LDAP, and BAT.

- Configuring Multiple Users
- Importing Users Using AXL

- Importing Users Using LDAP
- Importing Users Using BAT
- Reviewing Users

Module 3: Implementation of Features This module describes the various features and options that are available to users in Cisco Unity Connection.

Lesson 1: Implementing the Dial Plan This lesson explains how to identify, create, and modify partitions and search spaces and assign them to the various objects in Cisco Unity Connection.

- Dial Plan Components
- Dial Plan Configuration

Lesson 2: Understanding User Features This lesson defines how to implement a number of user features.

- Understand how to edit user Basic Options
- Describe the configuration of password options
- Understand the assignment and purpose of roles, user settings, MWI options, transfer rules, message settings, and caller input options
- Describe the mailbox settings, quotas, and status
- Illustrate the configuration of notification devices, alternate names, and extensions
- Define the configuration of private lists and external service accounts
- Describe the configuration of SMTP proxy addresses

Lesson 3: Accessing Voice Messaging and User Features This lesson defines how to implement user features and understand the different methods that are used to access voice messaging in Cisco Unity Connection.

- Accessing Voice Messaging
- Phone View
- Implementing Cisco Unity Connection VMO
- Accessing Voice Messaging Using RSS Feeds
- Implementing Secure Messaging

Lesson 4: Managing Distribution Lists This lesson defines how manage system and private distribution lists.

- Distribution Lists—System Distribution Lists
- Distribution Lists—Private Distribution Lists

Module 4: Use of Cisco Unity Connection Applications, Tools and Reports This module describes the various applications, tools, and reports that are available in Cisco Unity Connection.

Lesson 1: Designing an Audiotext Application This lesson defines the procedures to building an audiotext application for Cisco Unity Connection.

- Audiotext Application Design
- Audiotext Application Configuration

- Greeting Administrator
- Greeting Administrator Configuration

Lesson 2: Using Cisco Unity Connection Tools and Reports This lesson provides an understanding of the various administration tools and reports in Cisco Unity Connection.

- Using the Bulk Edit Feature
- Using Task Management
- Cisco Unity Connection Reports

Lesson 3: Using the DRS This lesson explains how to use and configure the DRS in Cisco Unity Connection.

- Disaster Recovery System
- Configuring Backups
- Performing Restore Operations

AUC 8.0 LABS

- Lab 2-1: Preparing to Configure Users and Contacts
- Lab 2-2: Managing Users and Contacts
- Lab 2-3: Managing Multiple Users
- Lab 3-1: Implementing the Dial Plan
- Lab 3-2: Understanding User Features
- Lab 3-3: Implementing Integrated Messaging and User Features
- Lab 4-1: Implementing an Audiotext Application
- Lab 4-2: Using Cisco Unity Connection Tools and Reports