

## ACUC - Administering Cisco Unity Connection 11.x

### 1. Introduction to Cisco Unity Connection

#### **Lesson 1: Overview of Cisco Unity Connection**

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

#### **Lesson 2: Navigating Cisco Unity Connection**

- 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**

- 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

### 2. Configuration of Users and Contacts

#### **Lesson 1: Explaining Users and Contacts**

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

### **Lesson 2: Managing Multiple Users**

- Configuring Multiple Users
- Importing Users Using AXL
- Importing Users Using LDAP
- Importing Users Using BAT
- Reviewing Users

## **3. Implementation of Features**

### **Lesson 1: Implementing the Dial Plan**

- Dial Plan Components
- Dial Plan Configuration

### **Lesson 2: Understanding User Features**

- Reviewing User Features

### **Lesson 3: Accessing Voice Messaging and User Features**

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

### **Lesson 4: Managing Distribution Lists**

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

## **4. Use of Cisco Unity Connection Applications, Tools and Reports**

### **Lesson 1: Designing an Audiotext Application**

- Audiotext Application Design
- Audiotext Application Configuration
- Greeting Administrator
- Greeting Administrator Configuration

### **Lesson 2: Using Cisco Unity Connection Tools and Reports**

- Using the Bulk Edit Feature
- Using Task Management

- Cisco Unity Connection Reports
- **Lesson 3: Using the DRS**
- Disaster Recovery System
- Configuring Backups
- Performing Restore Operations