

Administering Cisco Unified Communications Manager v12.x & Administering Cisco Unity Connection (ACUCM with AUC)

COURSE OUTLINE

1 - INTRODUCTION TO IP TELEPHONY

Exploring IP Telephony

Describing Deployment Models

Understanding Advanced Multisite Features

2 - DEFINING THE BASIC CONFIGURATION

Logging In to Cisco Unified Communications Manager

Examining Basic Server Configuration

Describing Multilevel Administration

Configuring DRS Backup and Restore Procedures

3 - USER ADMINISTRATION

Understanding User Configuration

Using the User Web Pages

4 - EXPLORING PHONE REGISTRATION AND CISCO UNIFIED IP PHONES

Configuring System Parameters

Supporting Cisco Unified IP Phones

Exploring Phone Registration and IP Phone Communications

Utilizing the Bulk Administration Tool (BAT)

5 - BASIC ROUTE PLAN CONFIGURATION

Implementing Dial Plan Connectivity

Creating Route Plans

6 - ROUTE FILTERS AND DIGIT MANIPULATION

Configuring Translation Patterns and Route Filters

Implementing Digit Manipulation

7 - CLASS OF CONTROL

Defining Class of Control

Using Class of Control Features

8 - UNDERSTANDING MEDIA RESOURCES

Defining Media Resources

Exploring Media Resource Management

9 - FEATURES AND SERVICES

Describing Basic Features

Exploring Hunt Groups

Describing Phone Services

10 - INTRODUCTION TO CISCO UNITY CONNECTION

Overview of Cisco Unity Connection

Navigating Cisco Unity Connection

Understanding Call Handlers, Users, and Call Flow

11 - CONFIGURATION OF USERS AND CONTACTS

Explaining Users and Contacts

Managing Multiple Users

12 - IMPLEMENTATION OF FEATURES

Implementing the Dial Plan

Understanding User Features

Accessing Voice Messaging and User Features

13 - USE OF CISCO UNITY CONNECTION APPLICATIONS, TOOLS AND REPORTS

Designing an Audiotext Application

Using Cisco Unity Connection Tools and Reports

Using the DRS