

# AUC Administering Unity Connection

Duration: 2 Days

## Course Outline:

### Module 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

### Module 2: Configuration of Users and Contacts

- Lesson 1: Explaining Users and Contacts
  - Understanding Users
  - Preparing to Configuring Users
  - Configuring Authentication Rules

## Course Outline (Cont.):

- Configuring CoS
- Configuring Schedules and Holidays
- Lesson 2: Managing Multiple Users
  - Configuring Multiple Users
  - Importing Users Using AXL
  - Importing Users Using LDAP
  - Importing Users Using BAT
  - Reviewing Users

### Module 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

### Module 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



## Lab Outline:

Labs are designed to assure learners a whole practical experience, through the following practical activities:

- Lab 0: Connection and Orientation to the NterOne Voice Lab Environment
- Lab 1: Configuring Cisco Unified Communications Manager (CUCM) Initial Settings
- Lab 2: Implementing Cisco Unified Border Element (CUBE) for calls to and from the Actual PSTN
- Lab 3: Verifying Cisco Unity Connection Default Services
- Lab 4: Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Lab 5: Implementing Unity Connection Voice Mailboxes
- Lab 6: Unity Connection User Features
- Lab 7: Implementing the Unity Connection Dial Plan
- Lab 8: Understanding User Features
- Lab 9: Using Cisco Unity Connection Tools and Reports