

Cisco® Unity Connection Administration v11.0 (UCA)

Course Overview

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This is a 2-day class

The course presents Cisco Unity Connection with the focused goal of providing the administrators with the necessary skills to perform their day-to-day job functions using the Cisco Unity Connection version 11.0 system.



Who Should Attend

The primary audience for this course is as follows:

Administrator
IT support personnel
Helpdesk support staff

Course Objectives

Upon completing this course, the learner will be able to meet these overall 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
Explore the version 11.0 features and functions
Use the various applications, tools, and reports that are available in Cisco Unity Connection

Course Outline

1 INTRODUCTION TO UNITY CONNECTION 11.X

An Overview of Cisco Unity Connection
What is Cisco Unity Connection?
Feature/Capacity Summary
Appliance Architecture
User Access to Inbox
Active-Active, High-Availability Deployment
Digital Networking
Whats New in 10.x/11.x?
HTTPS Networking
Single Sign-on
Video Greetings
Tenant Partitioning
Message Status on Reply/Reply-All
Mailbox quota email notification
Voice Message attachment in HTML Notification

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2 ADMINISTRATION INTERFACES FOR CISCO UNITY CONNECTION

- Logging into Cisco Unity Connection Applications
- Platform Administration
- Application Administration
- Application interfaces
- UC Admin
- Unified Serviceability
- Unity Connection Serviceability
- Unified Reporting
- ELM
- OS Admin
- DRS
- CLI
- Single Sign-On

3 CONNECTION USERS & CONTACTS

- Understanding Users and Contacts
- Defining Users
- Defining Contacts
- Preparing to Configure Users
- Configuring Authentication Rules
- Configuring Class of Service
- Configuring Schedules and Holidays
- Configuring User Templates
- Configuring Users
- Understanding Contacts
- Configuring Contacts
- Managing Multiple Users
- Configuring Multiple Users
- Importing Users Using AXL
- Importing Users Using LDAP
- Importing Users Using Bulk Administration Tool
- Reviewing Users

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4 UNDERSTANDING CALL HANDLERS & CALL FLOW

- Understanding Telephony Integration
- Understanding Call Agent (CUCM) Routing Requirements
- Describing Phone System Integration
- Configuring Phone System Integration
- How the System Handles Calls
- Defining Call Routing: Direct and Forwarded
- Describing Call Routing - Direct
- Describing Call Routing Forwarded
- Implementing Call Routing
- Describe Call Handlers
- Configure Call Handlers
- Describe Directory Handlers
- Configure Directory Handlers
- Describe Interview Handlers
- Configure Interview Handlers
- Reviewing Incoming Call Flows
- Reviewing Incoming Call Handling Components

5 UNITY CONNECTION FEATURES

- Understanding the Dial Plan
- Dial Plan Components
- Dial Plan Examples
- Dial Plan Configuration
- Understanding User Features
- Describe Video Greetings
- Understanding Integrated Messaging vs. Single Inbox
- Configuring Integrated Messaging
- Configuring Single Inbox
- Accessing Voice Messaging and User Features
- Accessing Voice Messaging
- Visual Voicemail
- Implementing ViewMail for Outlook
- Personal Communications Assistant (PCA)
- Accessing Voice Messaging Using RSS Feeds
- Implementing Secure Messaging
- Secure Messaging vs. Private Messaging
- Configuring Secure and Private Messaging
- Managing Distribution Lists
- System Distribution Lists
- Private Distribution Lists
- Creating an Audiotext Application
- Audiotext Application Design
- Audiotext Application Configuration

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6 CONNECTION TOOLS & REPORTS

- Greeting Administrator
- Understanding Greeting Administrator
- Greeting Administrator Configuration
- Tools and Reports
- Using the Bulk Edit Feature
- Using Task Management
- Using Cisco Unity Connection Reports
- Using the Disaster Recovery System
- Configuring Backups
- Performing Restore Operations

7 LAB OUTLINE

- Lab 1-1: Verifying Connectivity and Call Flow
- Lab 1-2: Verifying and Configuring Call Handlers
- Lab 1-3: Working with Users and Extensions in Voice Mail
- 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 Messaging and User Features
- Lab 4-1: Implementing an Audiotext Application
- Lab 4-2: Using Cisco Unity Connection Tools and Reports