

## Administering Cisco Unity Connection

**Duration: 2 Days**    **Course Code: AUC**

### Overview:

The AUC course focuses on instructing Cisco Unity Connection administrators in the skills necessary to perform their day-to-day job functions. The course covers the features, options, and configuration settings of Cisco Unity Connection as they apply to an administrator

### Target Audience:

This course is designed for: Channel Partner / Reseller Customer Employee

### 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.
- Use the various applications, tools and reports that are available in Cisco Unity Connection.

### Prerequisites:

The knowledge and skills that a learner 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 administrative tasks

### Content:

#### Introduction to Cisco Unity Connection

- Overview of Cisco Unity Connection
- Navigating Cisco Unity Connection
- Understanding Call Handlers, Users, and Call Flow

#### Configuration of Users and Contacts

- Explaining Users and Contacts
- Managing Multiple Users

#### Implementation of Features

- Implementing the Dial Plan
- Understanding User Features
- Accessing Voice Messaging and User Features
- Managing Distribution Lists

#### Use of Cisco Unity Connection Applications, Tools, and Reports

- Designing an Audiotext Application
- Using Cisco Unity Connection Tools and Reports
- Using the DRS

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## Further Information:

For More information, or to book your course, please call us on +254 713 027 191

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