

# Administering Cisco Unity Connection v8.0

AUC



**Delivery Type:** Classroom

**Duration:** 2 days

## Overview

This two-day course is designed to provide administrators with the necessary skills to perform day-to-day job functions using the Cisco Unity Connection version 8.x system. Delegates will gain an understanding of the administration features, options and configuration settings available to them. Students that require skills beyond administration where engineering, integration, and networking skills are required should consider the Implementing Cisco Unity Connection (IUC) course.

## Target Audience

**The primary audience for this course is :**

Administrators, IT support staff responsible for the administration of a Cisco Unity Connection system v8.0, and Helpdesk support staff

## Pre-Requisites

**Attendees should meet the following prerequisites:**

- ✓ Basic understanding of the fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing. GK3150 or ICND1 and ICND2 Recommended

- ✓ Basic knowledge of traditional PSTN operations and technologies, including PBX and voice-mail administration task
- ✓ Basic understanding of Cisco Unified Communications Manager

## Objectives

**After completing this program, you will be able to:**

- ✓ 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

## Follow on Courses

**The following courses are recommended for further study:**

- ✓ ACUCM Administering Cisco Unified Communications Manager

## Further Information

Delegates requiring skills beyond administration where engineering, integration, and networking skills are required should consider the IUC Implementing Cisco Unity Connection course.