IP Office Advanced Configuration Application Workshop (5S00004I)
GK0252

Duration: 3 days

Overview

This course is designed to teach participants how to install, configure and troubleshoot advanced IP Office VoiceMail Pro functions, Unified Messaging Services (UMS), and Contact Store. The workshop will also provide participants with information on troubleshooting common IP Office issues. Furthermore the course will provide additional information on VoIP as well as Small Community Network (SCN). The class includes lecture and hands-on lab activities demonstrating the various features and functions of applications designed for the IP Office platform.

Pre-Requisites

Attendees should meet the following prerequisites:

✓ 4S00004I IP Office Technical Basic Implementation Workshop.

Objectives

Upon completion of this course, participants should be able to:
✓ Identify installation requirements for IP Office applications;
✓ Hardware, software and licensing requirements;
✓ IP Office Manager application configuration settings;
✓ Construct call flows including advanced applications such as Database Actions and Text to Speech Actions;
✓ Explain the capabilities of the Unified Messaging Service (UMS);
✓ Record calls using ContactStore;
✓ Explain different analysis and monitoring methods using System Status Application and System Monitor;
✓ Describe the VoIP functionality and the connection of SIP trunks and terminals.
✓ Explain the features and functionality of IP Office data and voice networking;
✓ Define the functionality of IP Office Small Community Network (SCN).

Target Audience

Network and system administrators, Business Partners with Installation and Implementation responsibilities, Customer Support, and Service Technicians.