

Course Title: Administering Cisco Unified Messaging**Course Code: AUM 8****Course Duration: 2 days****Prerequisites**

The knowledge and skills a learner must have before attending this course include the following:

- A working knowledge of Microsoft Windows 2000
- A working knowledge of the Microsoft Exchange
- A working knowledge of the features, benefits, and programming of at least one manufacturer's PBX (Cisco Unified CallManager or Cisco Unified Communications Manager preferred)

Course Objectives

Upon completing this course, the learner will be able to meet these overall objectives:

- Identify the components of the Cisco Unity system, describe their standard and optional features, and explain how they integrate into a unified messaging system
- Configure a Cisco Unity system using acknowledged best practices and manage a Cisco Unity subscriber account using the Cisco Unity Administration tool
- Choose the correct subscriber type and add the individual subscriber using best practices for setting account policy, class of service, and subscriber templates
- Monitor and maintain a Cisco Unity system using available tools and reporting capabilities

Course Content

The aim of the Administering Cisco Unified Messaging (AUM) v8.0 course is to produce competent administrators of the Cisco Unity product, up to and including Release 8.0. By the end of this course, learners will be able to perform system setup and customization; add, delete, and modify subscribers; and monitor and maintain the Cisco Unity system. It is the initial course in a two-course series; the other is Implementing Cisco Unified Messaging (IUM). As such, it lays a successful foundation for participation in the engineering-level course because a learner must understand the product features and how to use them before being able to install, configure, maintain, and troubleshoot the features.