



Acision voicemail 9.5-09 Basic Operator Course (BOC)

This practical training course familiarizes participants with the operation and management of the Acision Voicemail solution. The course introduces participants to the role of VoM in the marketplace, and provides an in-depth understanding of the VoM subsystems as well as their capabilities and functional behavior.

With the use of labs, participants learn how to make basic configuration changes, how to check whether the VoM components are working properly, and how to perform basic troubleshooting. Extensive hands-on opportunities are provided as well as demonstrations of common configurations.

The course also introduces the participants into Acision's support procedures, e.g. describing how to log an incident to Acision and how the Acision support desk handles questions and incidents.

Duration

5 days (9am–5pm, change on request)

Objectives

To have VoM solution integrators, system operators and customer care professionals familiar with monitoring, maintaining and troubleshooting the voicemail solution.

Upon completion of the course, participants will have gained a thorough understanding of the Voicemail solution, including:

- Application Architecture
- Familiarity with Features Available in the VoM Solution
- Installation and Configuration
- Administration and Provisioning

- Monitoring tasks and Maintenance Operations
- Troubleshooting Components

Intended audience

The course is intended for all who need or want to learn the Voicemail functionalities and capabilities and how these can be employed, operated and managed.

Prerequisites

Prior knowledge of computer systems, basic networking concepts, basic UNIX file system commands, telnet, ftp, and text file editing in the UNIX environment.

Location

The course can be given at our Acision Training Centres:

- Brno, The Czech Republic
- Kuala Lumpur, Malaysia
- Sao Paulo, Brasil
- Plano, Texas, USA
- Richmond, Virginia, USA

Private courses can also be given at a customer site.

Class size

8 seats are available

Course schedule and registration

For more information or to enrol for a course, contact your Acision Project or Account Manager.

If you have any further training queries, contact the Product Training Department at training@acision.com

To contact your nearest regional office, please visit our website.
Email: contact@acision.com



Acision voicemail 9.5-09

Basic Operator Course Outline

Acision Voicemail R9.5 Overview (300 min)

- Functional architecture
- System components
- NGP Architecture overview
- Capacity scalability and availability
- Cabinet layout
- Physical Architecture
- Network connectivity
- Common components
- Hands-on

User Module (90 min)

- Supported message Types
- Key features
- General features
- Mailbox types
- Accessing mailbox
- System greetings

Central Configuration System (CCS) (120 min)

- Architecture and components
- Components
- Data flow
- Configuration files
- Modifying VoM configuration files
- Troubleshooting
- Hands-on

Config Files (120 min)

- Voicemail configuration file formats
- Overview - platform.ini

- Overview - DialMail.ini
- Overview - uOneXP.ini
- Hands-on

SIP Protocol (120 min)

- SIP Entities
- Message types
- Call Flow for Call Set-up
- SIP Architecture for Voice Services
- Configuring SIP
- uPower SIP configuration
- Monitoring SIP protocol
- Hands-on

Directory Server (150 min)

- LDAP Overview
- Directory terms
- Using ldapsearch
- Acision DS maintainance
- DS Configuration
- Hands-on

Mail Server (120 min)

- Mail server - protocols and delivery
- Acision Mail server components
- Mail server maintainance
- Admin tools
- Quota sync between DS and Mail server
- Hands-on

Provisioning (150 min)

- uPower server architecture
- Configuration files

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- Administration
- Entities
- Provisioning a subscriber
- Classes of service
- Batch provisioning
- Hands-on

Notification (120 min)

- Notification Architecture
- Message notification Flow
- Troubleshooting
- Dispatch components and flow
- Notification isolation techniques
- Hands-on

Operations (180 min)

- Operations Monitoring/Maintenance tasks
- VoM system processes
- umcli Utility
- Monitoring VoM processes and components
- Monitoring network communications
- Monitoring VoM Operating system and network resources
- Administering clusters in the HA environment
- Starting and Stopping VoiceMail Processes
- Backing Up Files
- Understanding system log files
- Hands-on

Visual Voicemail (60 min)

- End User Functionality
- Supported handsets
- Architecture

- VVM for iPhone and OMTTP
- Personal Address Book

Other Components (60 min)

- Videomail
- Availability(uSS7) server
- Conversion server
- Voice to Text
- Fax using T.38
- Intentional messaging

REST API examples (60 min)

- What is REST
- REST API usage
- Hands-on

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