

Applications for Unified Communications - Technical Integrated (AUCTI V4)

The AUCTI training explains cases where applications are used in unified communication networks and illustrates where the *AND Phone Communication Server* fits into the general architecture.

Lots of configurations are included that attendees are capable of setting up the *AND Phone Application Server*, know how to configure and integrate it into the Communications Manager network.

Structure

The training consists of two parts. First there is an introduction into applications and offered services by the *AND Phone Application Server (APAS)* where the general use cases are explained.

The main part of the training consists of hands-on labs with the *APAS* installation, configuration and administration. The *APAS* is setup for a typical corporate communications infrastructure.

Attendees

The training is intended for technicians and engineers who need to deploy and configure the *APAS*.

The number of attendees is **limited to 8 attendees**.

Duration

4 days

Prerequisites

Attendees should have a good working knowledge of the Unified Communications product portfolio, especially about the Unified Communications Manager.

Attendees require their **own laptop** for this training where a working APAS setup (inside a virtual machine) is configured. Required licenses for the APAS are delivered to the attendees and the setup can be used later on for demonstration purposes. Required software and licenses are available for attendees.

Agenda

- Introduction
 - Unified communications and related applications
 - Applications for vertical markets
 - Positioning applications and case studies
- AND Phone Application Server
 - Overview ANDTEK communications services
 - Hardware requirements *APAS*
 - Planning an *APAS* systems
 - System design and *APAS* modules
 - Manager/assistant and status with *AND Phone Group*
 - Directory integration with *AND Phone Directory*
 - Corporate announcements with *AND Phone Broadcast*
 - Security services with *AND Phone Lockout*
 - Voice recording with *AND Phone Recorder*
 - Multi-OS softclient for desktop PCs with *AND Communicator*
 - Introduction to customized applications with *AND Apps*
- AND Desktop Computer Telephony
 - Introduction Computer Telephony
 - Desktop products (CTD, CTI, CC, AC)
 - Desktop server configuration
 - Desktop front-end
 - Desktop layout and customization
 - Desktop for Contact Center
 - Desktop for Attendant Consoles
- Hands-On Lab
 - Setup of *APAS* systems
 - Base configuration with the CLI
 - Integration with Unified Communications Manager
 - Setup of *APAS* modules
 - Configuration of *APAS* modules *AND Phone Group*, *Broadcast*, *Recorder*, *Lockout*, *Directory*, *Observer*, *Settings* and *AND Apps*
 - Testing and troubleshooting the setup