VOSS Automate Training Courses

October 2022

Legal Information

Please take careful note of the following legal notices:

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General

Applicable for each of the courses below

- Automate version 21.3 PB3
- Online delivery
  - Remote online course
  - 5 half days (4-5 hours) remote cloud-based training
- On site delivery
  - Classroom delivery
  - Course is delivered over 3 full days in a classroom

Automate 1

Detailed Information

Course focus - MACDs

Who is it for?
- Anyone needs to get familiar with the product
- Operation team members using VOSS Automate (MACDs)
- Foundation for engineers / architects planning to use advanced product capabilities (On-Board / Configure)

Pre-requisites

- Basic ability to use software applications
- Basic understanding of UC Apps

Scope

- Agenda
- VOSS Overview
- Introduction
    - GUI Basics
    - Transactions Overview
    - Hierarchy Concepts
    - Admins and Credential Policy
    - RBAC Overview
- Site Information
- Number management
    - Number Management
    - Numbers Functions
    - E164 Management
- Users
    - Users Information
    - Users Functions – Sync
    - Users Functions – Move
- Quick Add Subscriber
    - Cisco QAS Standard
    - Cisco QAS Extended

- Basic MACDs
  - Cisco Subscribers Basics
  - Cisco Phones Basics
  - Cisco Lines
- Functions and Services
  - Cisco Phone Functions
  - Cisco Subscribers Functions
  - Cisco Subscriber Services – Voicemail
  - Cisco Subscriber Services – UCCX
- Cisco Additional UC Features

Automate 2

Detailed Information

Course focus – On-Boarding

Who is it for?

- Anyone needs to on board customers and users
- Step 2 of building knowledge for engineers / architects planning to manipulate and configure the product

Pre-requisites

- Familiarity with VOSS Automate basic use / Automate 1 course
- Understanding of UC Apps

Scope

- Agenda
- Customer Basics
- Cisco UC Apps
  - CUCM and CUC
  - CUCM Additional Settings
  - UC Prep
  - Additional Devices
  - Gateways
- Data Sync
  - LDAP Integration
  - Data Sync
- Entitlements
- Macros Overview
- HCS Dial Plan Overview
- Sites and Services
  - Site Management
  - Site dial plan and defaults docs
  - CUC Services
- Tools and Bulk Loaders
  - Bulk Loader Overview
  - Bulk Loader Details
  - Admin Tools
  - Global Settings

Automate 3

Detailed Information

Course focus - Configuration

Who is it for?

- Anyone needs to implement the system or design a solution for a customer (of the system)
- Arm engineers / architects with the know how to utilize the advance tools and configuration options in the system while understanding how changes to these affect features behavior

Pre-requisites

- Ability to on board new customers / Automate 1 & Automate 2 courses
- Some development understanding is an advantage

Scope

- Agenda
- Architecture Overview
- Templates
  - Macros – next level
  - CFTs overview
  - Quick Add group and QAS Settings
- Sysadmin Tools
- RBAC
  - Menus
  - Landing Pages
  - Access Profiles
  - Themes
  - Field Display Policies
- Business Portal
  - Profiles
  - Configuration Mapping