

# **IP Communications Management (IPCM)**

## **Administration**

### Course Description

# IPCM Administration

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**Format:** Classroom or Virtual Instructor-led Training

**Exam:** For Partners Only

**Audience:** IPCM Administrators and IPCM Partners

**Recommended Prerequisite:** Understanding of SIP/VoIP technology and experience with IIS and networking; IPCM Agent Dashboard e-Learning

**Duration:** 3 days

**Hands On** (est.): 50%

**Description:** This course provides the essentials of IP Communications Management (IPCM) administration. Topics include installing and configuring IPCM, managing users and their access rights, creating dial plans, setting up agent skill sets and routing rules, queue monitoring, IVRs (Interactive Voice Response systems, or voice menus), reporting and statistics, and using log files to troubleshoot.

Students will be able to plan, install, configure, and manage a powerful and flexible customized IPCM system.

In this course, you will learn to:

- Describe IPCM functionality, call processing terms, architecture, and deployment.
- Prepare for and describe IPCM installation.
- Implement dial plan, using best practices, including working with trunks and gateways.
- Define, manage, and assign user roles, privileges, and access rights.
- Create and manage users, user profiles, various types of groups, and routing.
- Build a voice application and configure the Application Selector.
- Configure and work with Unified Messaging and Phone Groups
- Configure Call Restrictions, Call Forwarding, and Authorization.
- Manage and monitor services and queues.
- Manage voice recording options and the Agent Dashboard.
- Use the Statistics Console and manage reports.
- Describe integration with HEAT, ITSM Foundation, and GoldMine.
- Apply localization functionality, including writing multi-language voice applications.
- Perform call tracing and view logs.

## Agenda and Topics

Day 1	Day 2	Day 3
IPCM Overview	Incoming Calls	Integration
Installing IPCM	Office Phone System	Localization
Dial Plan	Supervisory Functions	Troubleshooting
User Security	Managing Reports	
Contact Center		Partner Certification (Optional)