



CUC

CoS

- Class of Service
- services available for users
- Feature Access
- Limits/Timers

PCA

- personal communications Assistant
- user webinterface
- create DLs

Call handler

- System Call Handler
 - greetings
 - Operator Call handler
 - reached by pressing zero
 - forwards to operation(dn 0)
- Directory handler
 - access Directory
- Interview handler
 - ask questions
 - record answers
 - disabled

quotas

- timers
 - move read to deleted items
 - delete from deleted items 15 days
- space
 - 12MB Warning
 - 13MB disable sending
 - 14MB disable receiving

connect to PBX

- standart protocolls
 - TIMG
 - PIMG
 - SIP
 - SCCP
- CUCM
 - SCCP
 - voicemail Ports assigned to Line Group
 - Voice Mail Pilot forwards to hunt Pilot
 - config hunt pilot manually
 - two seperate DNs for MWI
 - SIP
 - Voice Mail Pilot forwards to Route Pattern
 - SIP Trunkt assigned to Route Pattern
 - MWI using SIP

Call Routing

- direct call
 - called DN assigned to CUC
 - if caller has mailbox
 - access mailbox
 - may login first
 - else
 - opening greeting
- forwarded call
 - other DN
 - calld DN has mailbox fwd to mailbox
 - else
 - opening Greeting
- call routing information
 - calling number
 - called number
 - forwarding station
 - phone system port
 - schedule
- actions
 - call handler
 - conversation
 - user with mailbox