

Unified Messaging Level 1

- 1) Messaging configurations
- 2) Provisioning using the GUI
- 3) Perform user account management
- 4) Configure and change organization parameters
- 5) User Overview
- 6) Monitor system performance (OAM) and Troubleshooting
- 7) Oracle Training
- 8) Call Setup
 - a) Troubleshooting
 - b) Protocols

Unified Messaging Level 2

- 1) System Configuration and Provisioning
- 2) Troubleshooting Unified Messaging application server
- 3) Maintenance
 - a) Patch installation and management