



Welcome

以OCS2007R2建置企業電話語音服務 之技術探討

講師：謝長明

公司：長成資訊顧問股份有限公司



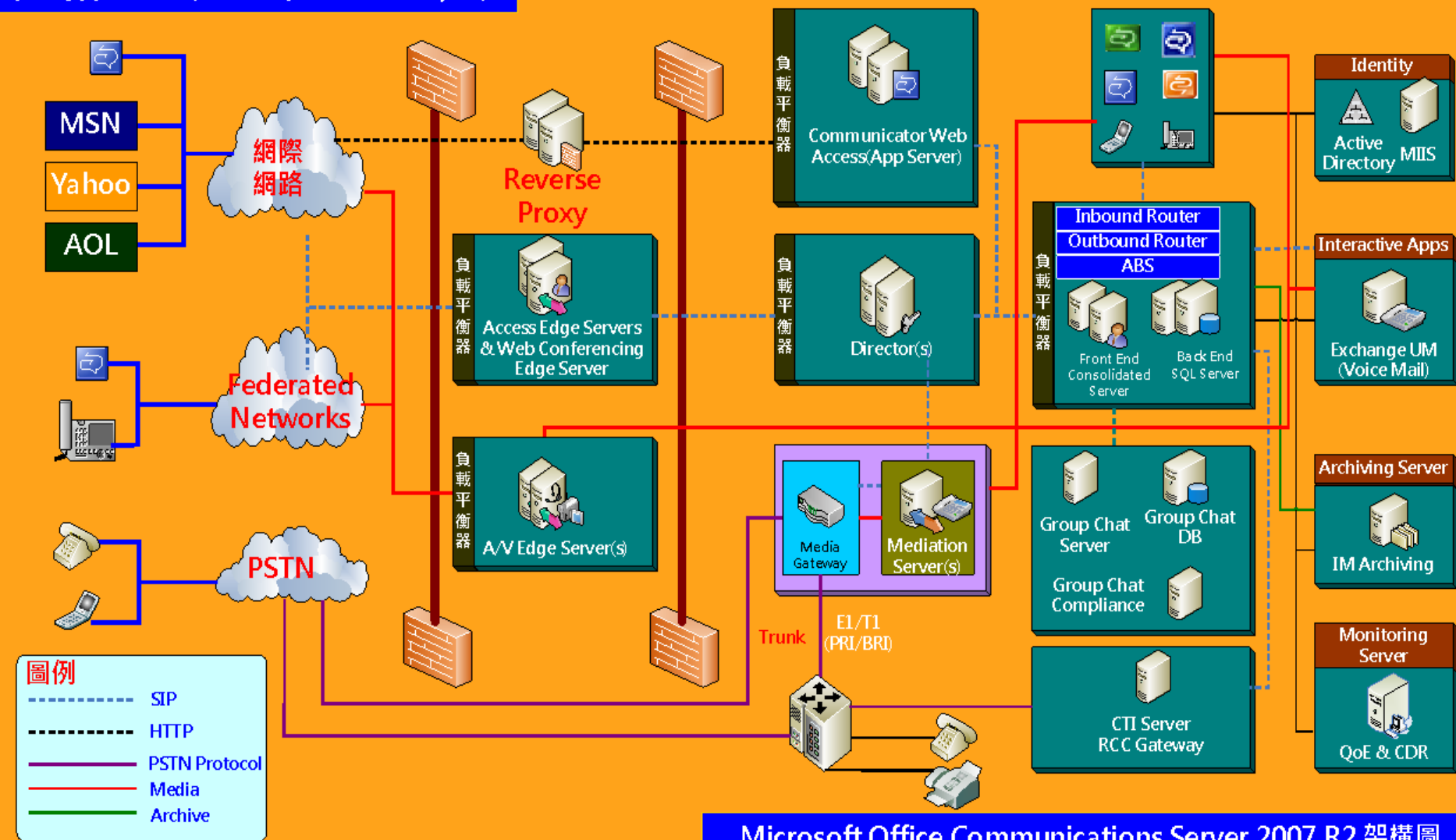
本課程假設您已經...

- 電話交換機的基本管理概念
- Exchange 2007 的部署經驗
- OCS 2007 的基本管理經驗
- 瞭解語音信箱的管理與使用

課程內容：Level 300

OCS 2007 R2 架構圖

長成資訊顧問股份有限公司 製作



Microsoft Office Communications Server 2007 R2 架構圖

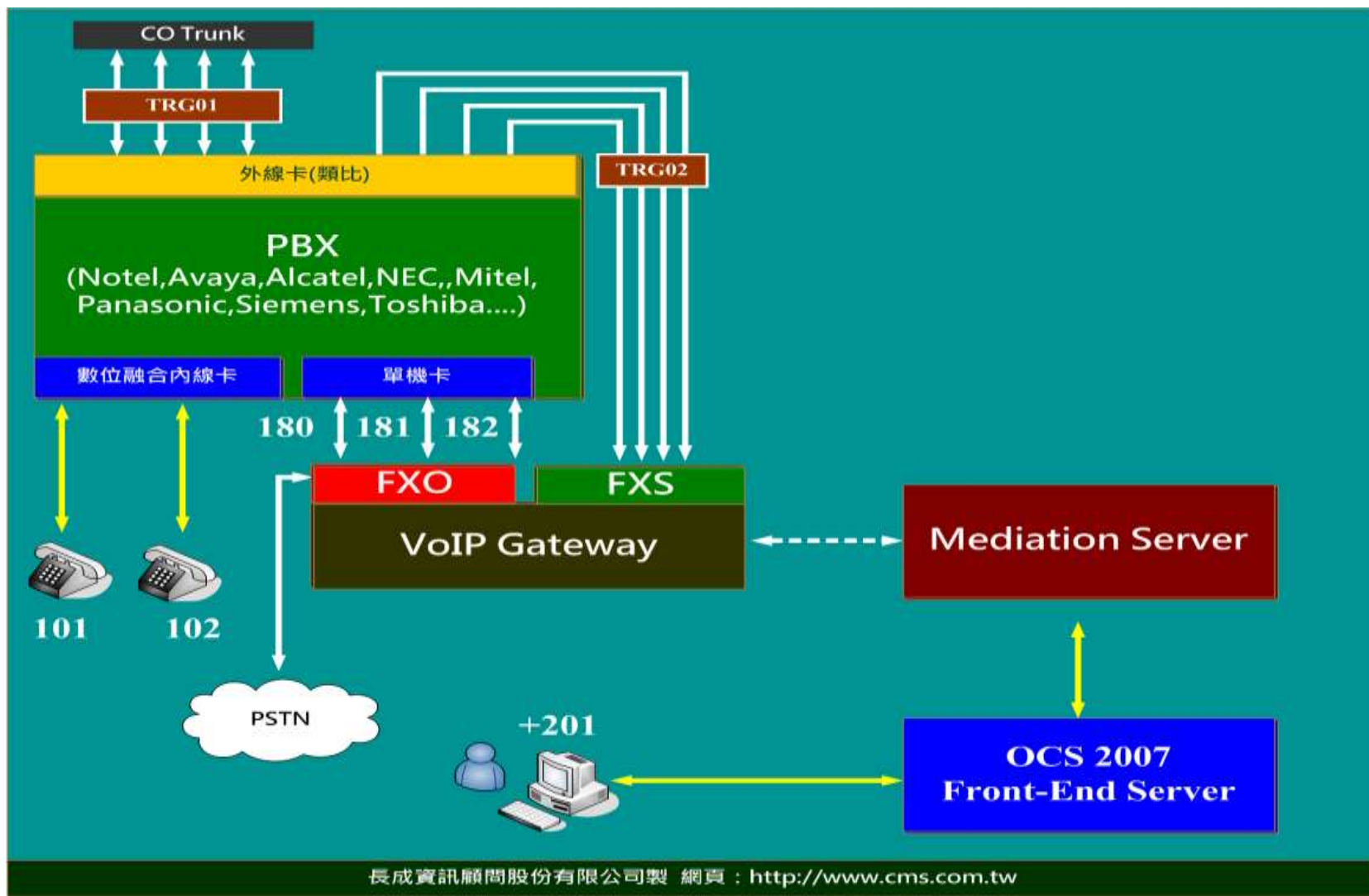
講授大綱

- 交換機整合的規劃與設計
- 如何設定撥入式電話會議
- **R.G.S.**的規劃與設定流程
- 使用**OCS R2 Attendant**
- 如何整合 **Exchange UM**
- 問題與討論

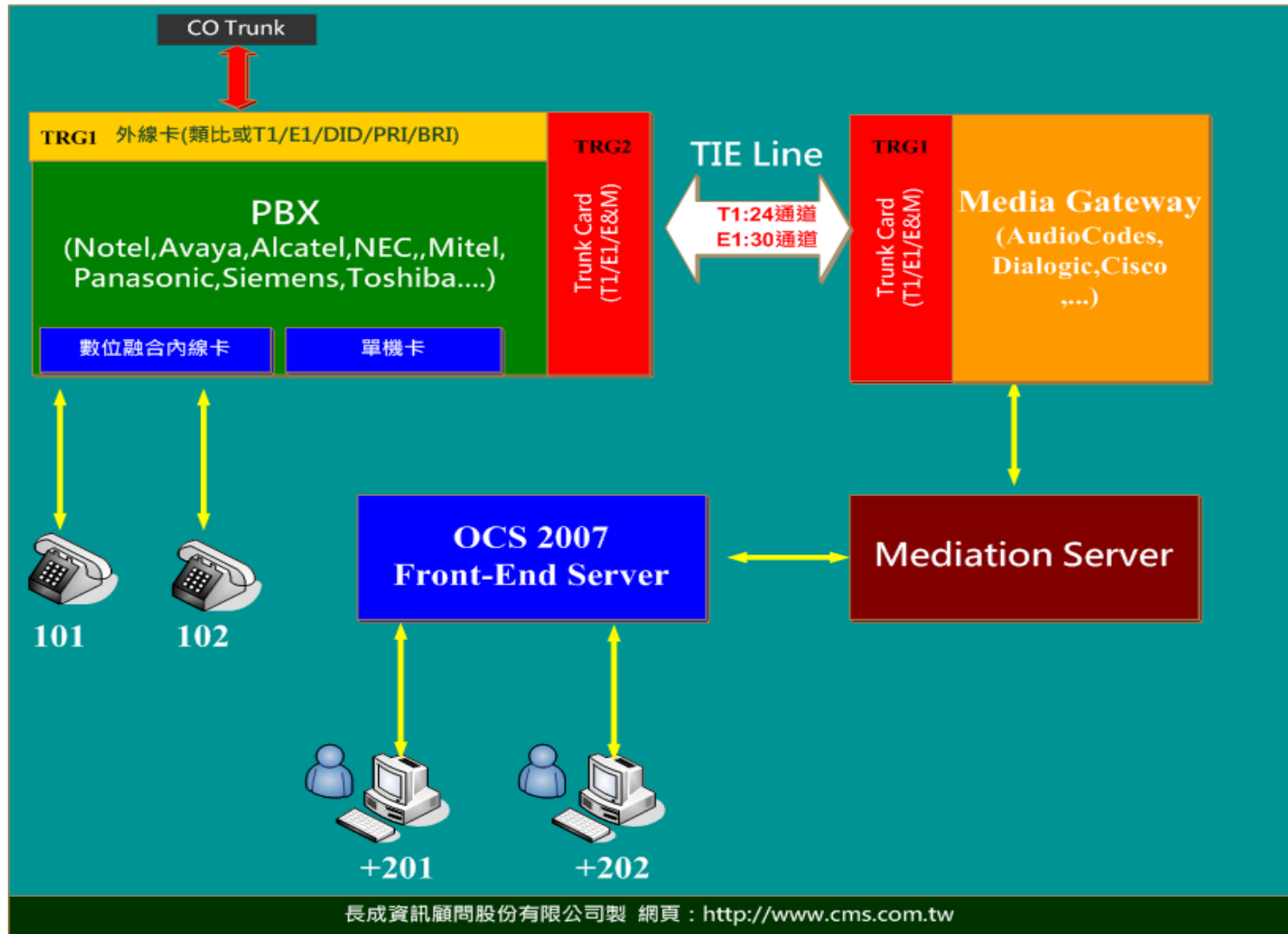
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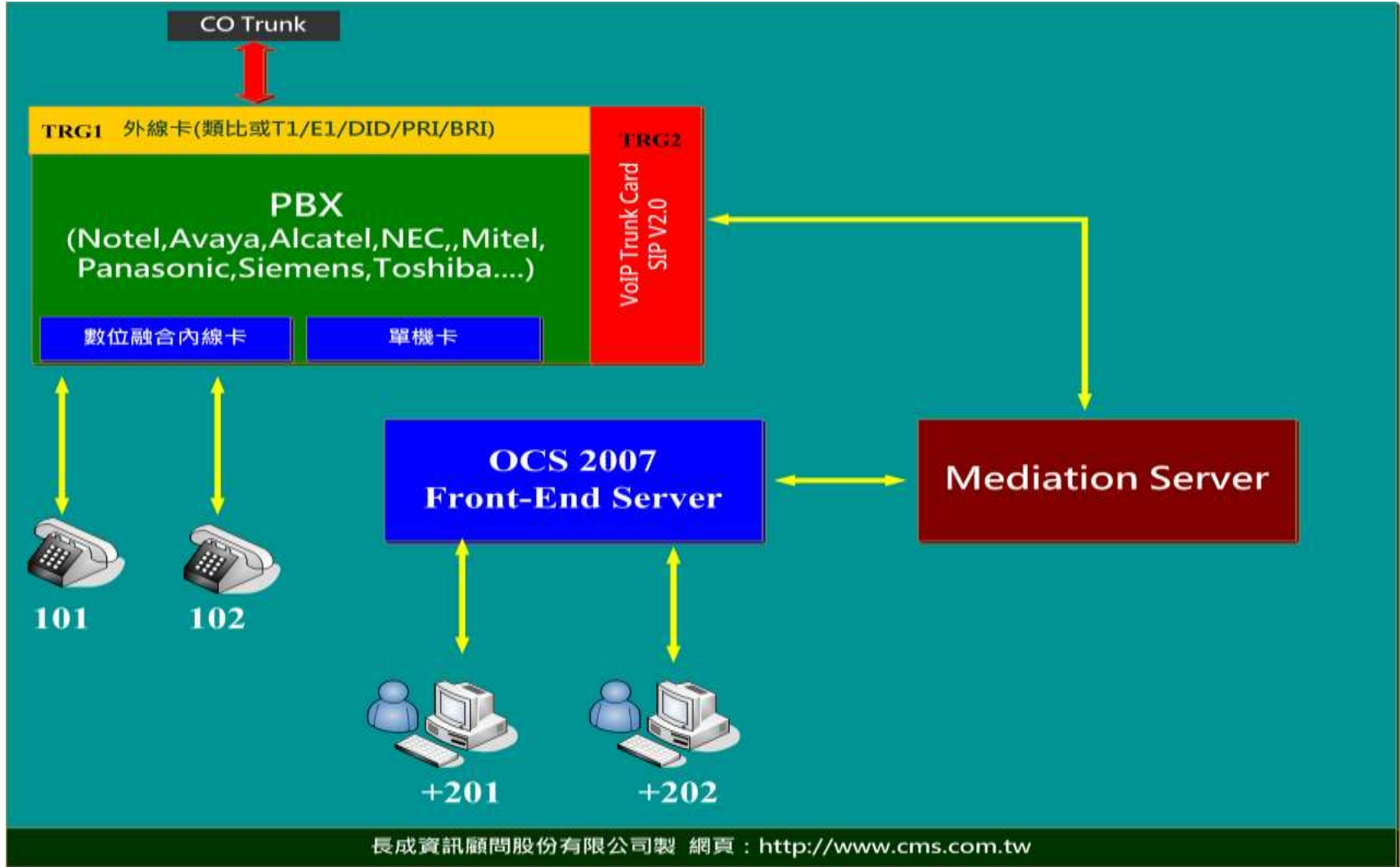
FXO / FXS與交換機之整合(不建議)



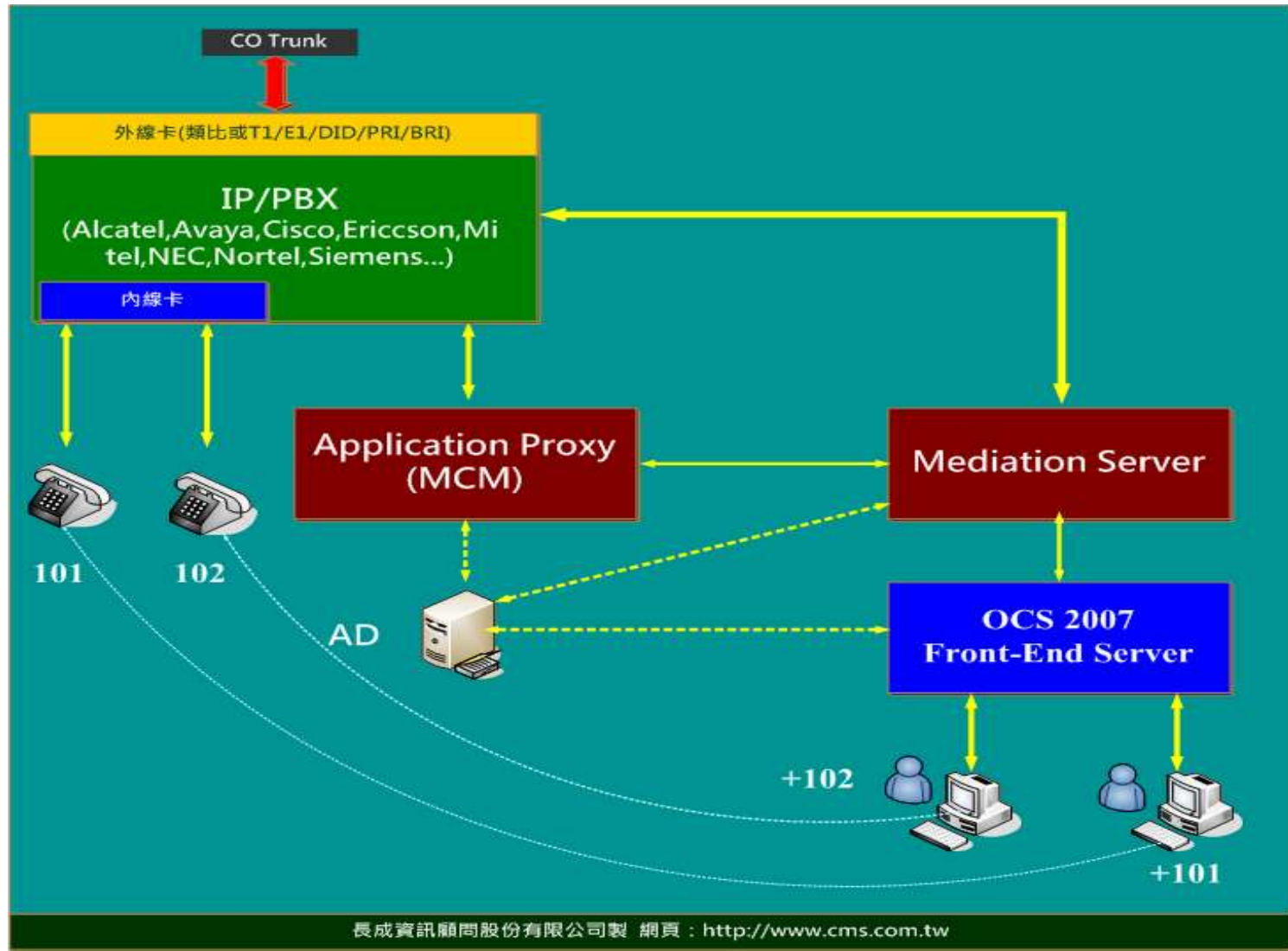
電話交換機TIE Line的整合應用



Native IP/PBX與OCS之整合



PBX RCC & Dual fork



交換機的設定要點

- 支援的交換機
 - http://www.dialogic.com/microsoftuc/pbx_integration.htm
 - <http://www.audiocodes.com/Content.aspx?voip=2331#Certified>
- 安裝Trunk Cark
 - E&M
 - T1
 - E1
- DID Table的設定(選擇性)
- TIE電話號碼指定
- Trunk Group指定

國際冠碼及國碼

亞洲地區電話國際冠碼

國家或地區	國際冠碼	國碼	國家或地區	國際冠碼	國碼
中國	00	86	斯里蘭卡	00	94
澳門	00	853	所羅門群島	00	677
印度	00	91	沙烏地阿拉伯	00	966
伊朗	00	98	日本	001	81
越南	00	84	南韓	001	82
菲律賓	00	63	香港	001	852
土耳其	00	90	泰國	001	66
科威特	00	965	印尼	001	62
以色列	00	972	葉門	001	66
尼泊爾	00	977	新加坡	001	65
伊拉克	00	964	台灣	002	886
巴基斯坦	00	92	巴布亞新幾內亞	05	675
馬來西亞	00	60			
馬爾地夫	00	960			

歐洲地區電話國際冠碼

國家或地區	國際冠碼	國碼	國家或地區	國際冠碼	國碼
英國	00	44	馬爾他	00	356
德國	00	49	義大利	00	39
瑞士	00	41	盧森堡	00	352
冰島	00	354	摩洛哥	00	377
丹麥	00	45	奧地利	00	43
芬蘭	00	358	比利時	00	32
法國	00	358	匈牙利	00	36
荷蘭	00	31	愛爾蘭	00	353
波蘭	00	48	羅馬尼亞	00	40
希臘	00	30	瑞典	009	46
西班牙	00	34	挪威	095	47
葡萄牙	00	351	俄羅斯	810	7

美洲地區電話國際冠碼

國家或地區	國際冠碼	國碼	國家或地區	國際冠碼	國碼
巴西	00	55	厄瓜多爾	00	593
祕魯	00	51	瓜地馬拉	00	502
智利	00	56	薩爾瓦多	00	503
黑西哥	00	52	哥斯大黎加	00	506
烏拉圭	00	598	美國	011	1
阿根廷	00	54	加拿大	011	1
巴拿馬	00	507	多明尼亞	011	1809
宏都拉斯	00	504	哥倫比亞	60	57
尼加拉瓜	00	505			

非洲地區電話國際冠碼

國家或地區	國際冠碼	國碼
埃及	00	20
摩洛哥	00	212
坦薩尼亞	00	255
阿爾及利亞	00	213
南非	09	27
肯亞	000	254
奈及利亞	009	234

大洋洲地區電話國際冠碼

國家或地區	國際冠碼	國碼
紐西蘭	00	64
斐濟	05	679
關島	011	1671
帛琉	011	680
澳洲	0011	61

台灣地區電話區碼區分表

台灣地區電話區碼 (長途冠碼：0)													
地區	長途冠碼	電話區碼	電話位數	正規化規則	地區	長途冠碼	電話區碼	電話位數	正規化規則	地區	電話區碼	電話位數	正規化規則
基隆市	0	2	8	^0(2\d{8})\$	台中市	0	4(42)	8	^0(4[2-6]\d{7})\$	高雄市	7	7	^0(7\d{7})\$
台北市	0	2	8		台中縣	0	4(43,45,46)	8		高雄縣	7	7	
台北縣	0	2	8		彰化縣	0	4(47,48)	7	^0(4[7-8]\d{6})\$	東沙,南沙	7		
桃園縣	0	3(33,34)	7	^0(3\d{7})\$	南投縣	0	49	7	^0(49\d{7})\$	屏東縣	8(87,88)	7	^0(8[7-8]\d{6})\$
新竹市	0	3(35)	7		雲林縣	0	5(53,55,56)	7	^0(5\d{7})\$	台東縣	89	6	^0(89\d{6})\$
新竹縣	0	3(36)	7		嘉義市	0	5(52)	7		澎湖縣	6(69)	7	^0(69\d{6})\$
苗栗縣	0	37	6		嘉義縣	0	5(52)	7	^0(6\d{7})\$	金門	82	6	^0(82\d{6})\$
宜蘭縣	0	3(39)	7		台南市	0	6(62)	7		烏坵	82(6)	6	^0(826\d{5})\$
花蓮縣	0	3(38)	7		台南縣	0	6(64,66)	7		馬祖	836	5	^0(836\d{5})\$

電話正規劃範例

Edit Phone Number Normalization Rule

Name: Taiwan (03,05,06,07,08)

Click to copy an existing rule.

Description:
Taoyuan & Hsinchu & Miaoli & Yilan & Hualien & Yunlian & Chiayi & Tainan & Kaohsiung & Pingtung & Taitung & Penghu

Translation

Phone pattern regular expression:

Translation pattern regular expression:

Valid translation characters are +, numbers, and \$. Example: +1425\$1.

Click Helper for assistance in creating common phone number regular expressions and translations.

Test translation

To test the translation, enter a sample dialed number. If it matches the phone pattern, the translation will be shown.

Sample dialed number:

Translated number:

Edit Phone Number Normalization Rule

Name: Taiwan (047-048)

Click to copy an existing rule.

Description:
Changhua

Translation

Phone pattern regular expression:

Translation pattern regular expression:

Valid translation characters are +, numbers, and \$. Example: +1425\$1.

Click Helper for assistance in creating common phone number regular expressions and translations.

Test translation

To test the translation, enter a sample dialed number. If it matches the phone pattern, the translation will be shown.

Sample dialed number:

Translated number:

路由指定

- 指定Mediation Server
- 指定目標電話規格運算式
- 指定電話使用方式

路由名稱	目標規格運算式	電話使用方式	閘道
Taichung Route	$^{\wedge}\backslash+8864(\backslash d\{8\})\$$	Local	Taichung-GW1
Taipei Route	$^{\wedge}\backslash+8862(\backslash d\{8\})\$$	Local	Taipei-GW1
Other-Route	$^{\wedge}\backslash+886(3 5 6)(\backslash d\{7\})\$$	Long-Distance	Taichung-GW2
Universal Route	$^{\wedge}\backslash+?(\backslash d^*)\$$	Global	Taichung-GW3
International Route1	$^{\wedge}\backslash+([1-7])(\backslash d^*)\$$	International1	Taichung-GW4
International Route2	$^{\wedge}\backslash+([9])(\backslash d^*)\$$	International2	Taichung-GW5

Media Gateway

- 支援的Media Gateway
 - Dialogic
 - <http://www.dialogic.com>
 - Quantum
 - <http://www.quantum.com/>
 - Cisco
 - <http://www.cisco.com/>
 - AudioCodes
 - <http://www.audiocodes.com>

Media Gateway設定要點(一)

- 指定Proxy IP
 - 指定至Mediation Server IP
- 設定支援的協定
 - TCP
- 交換機介面的型態
 - E&M
 - T1
 - E1
- 指定Codec
 - G.711 A-law
 - G.711 U-law

Media Gateway設定要點(二)

- **Outgoing**
 - 設定Hunting Group
 - Outgoing電話正規化
- **Incoming**
 - Incoming電話正規化
 - 設定Source Number
- **設定Caller ID Type**
 - DTMF
 - FSK
- **傳送電話碼的方式 (E1 Q.SIG)**
 - En-bloc
 - Overlap

講授大綱

- 交換機整合的規劃與設計
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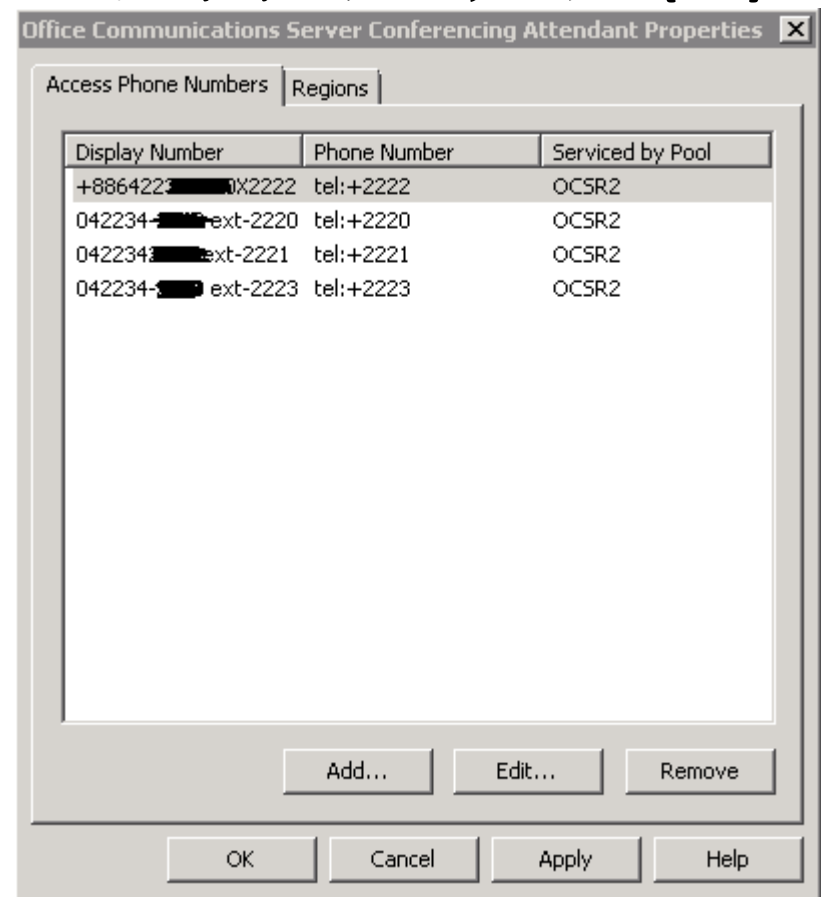
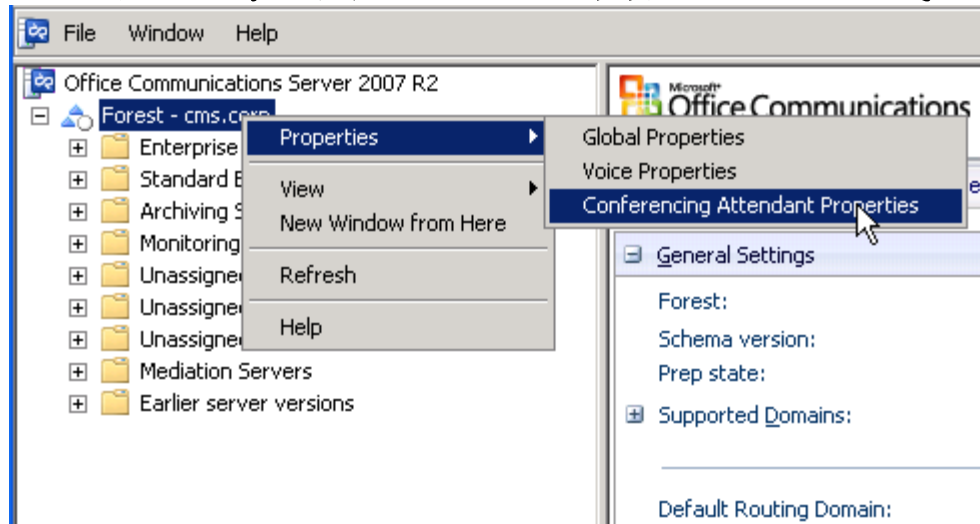
撥入式電話會議示意圖



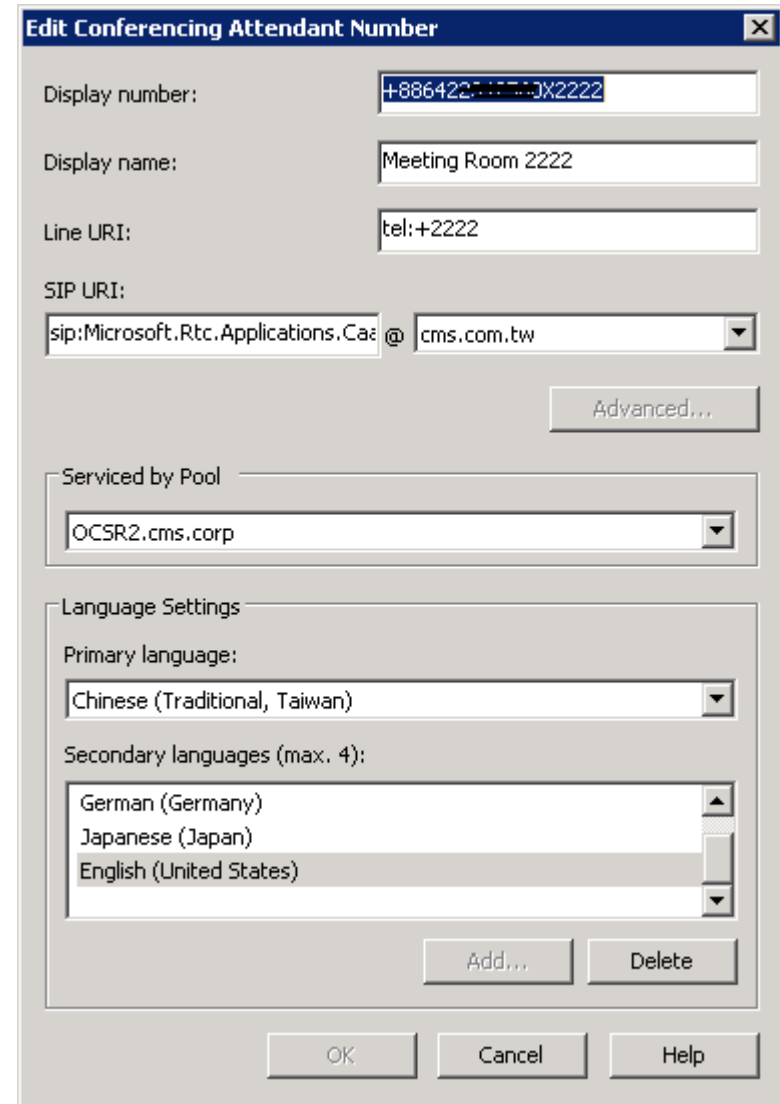
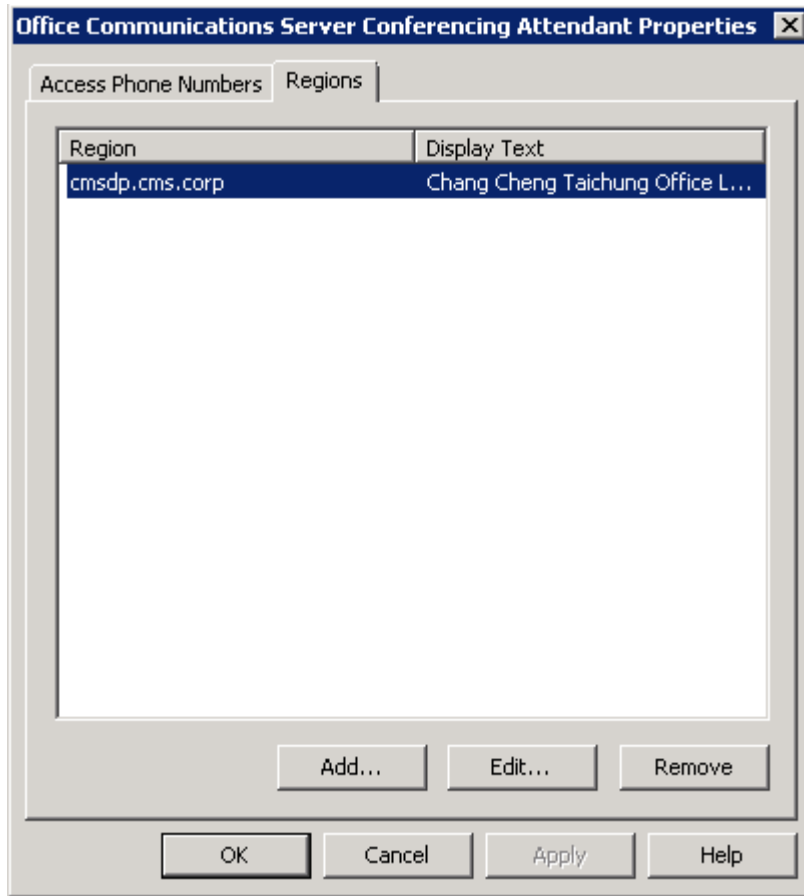
建立撥入式電話會議系統的基本需求

- OCS 2007 R2的伺服器需求
 - OCS 2007 R2 標準版或企業版
 - Mediation Server R2
 - Communication Web Access Server 2007 R2
 - Media Gateway (option)
 - 電話交換機 (類比或 IP/PBX)
 - OCS 2007 R2 Edge Server (option)

如何建立撥入式電話會議系統(1)

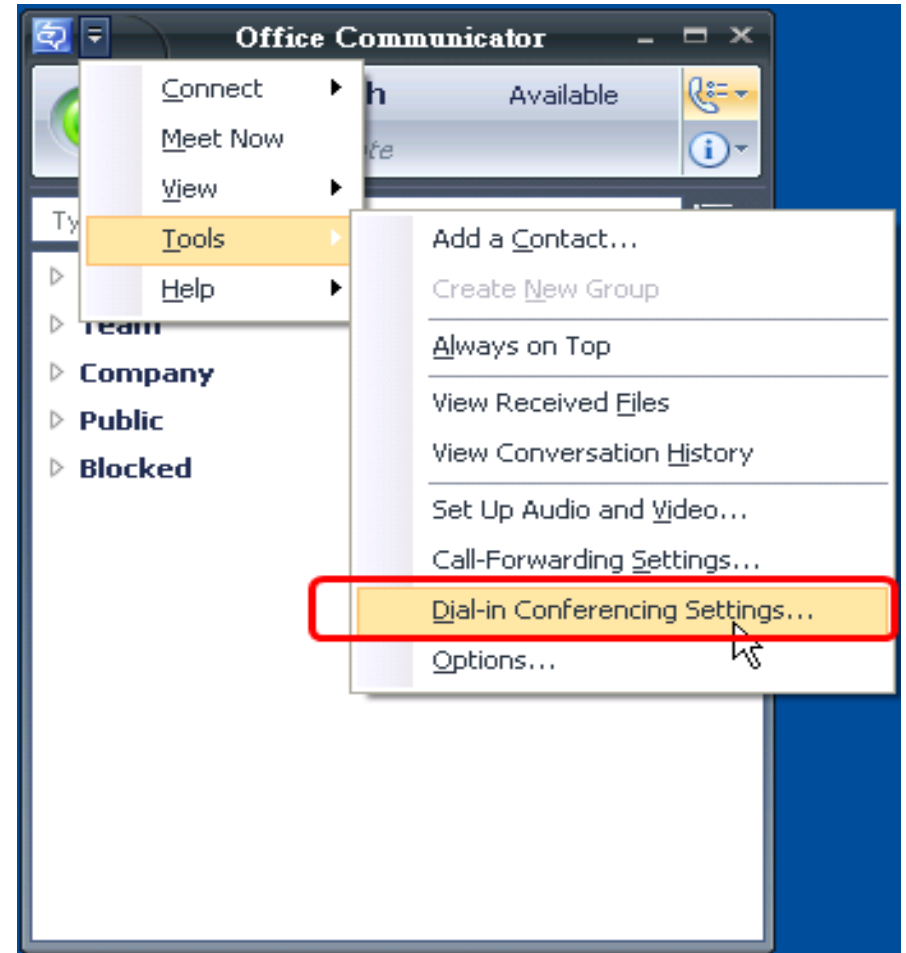


如何建立撥入式電話會議系統(2)



撥入型電話會議的PIN & 會議ID在OC 上的設定

- Dial-in Conferencing的設定
 - 個人PIN碼的指定
 - 個人會議ID的密碼的重設
- 進行此項設定會直接呼叫CWA頁面進行相關的設定



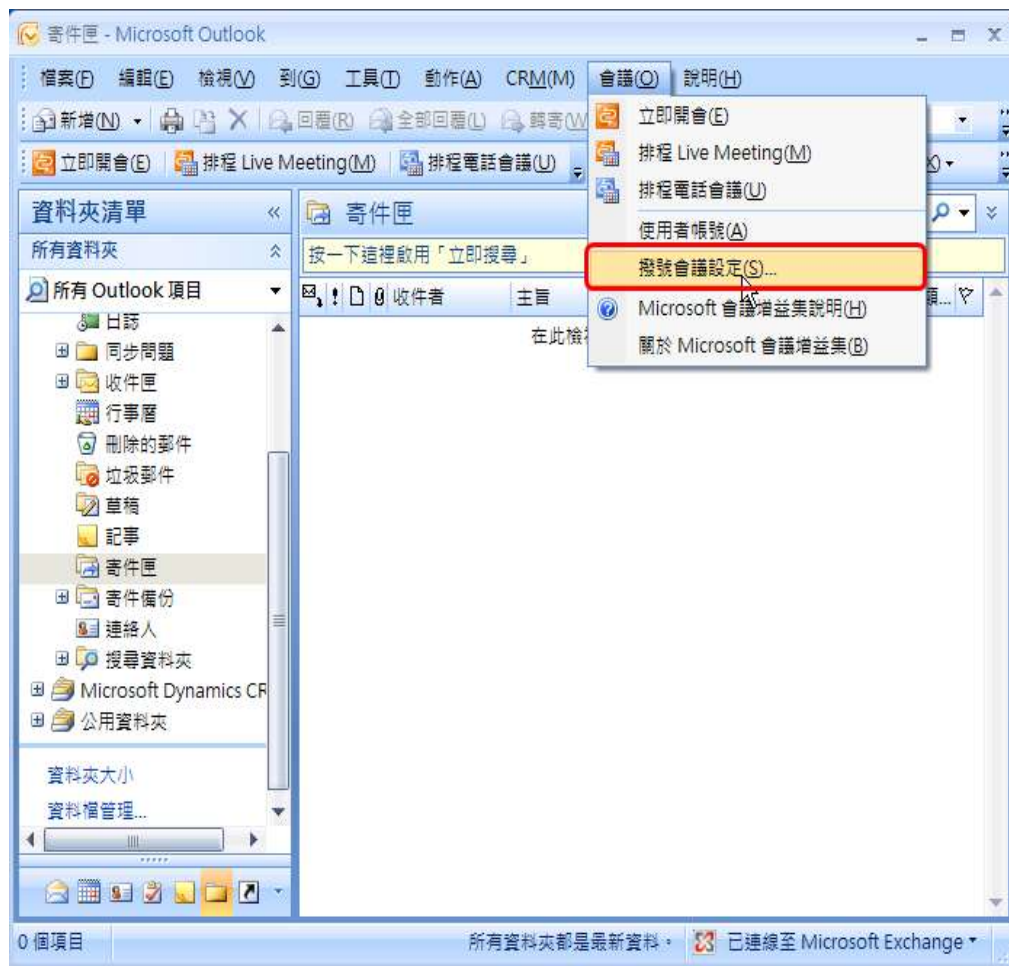
撥入型電話會議PIN和會議 ID在Outlook上的設定

◆ Outlook Add-in的撥號會議設定

- 個人PIN碼的設定
- 個人會議ID和密碼重設

◆ 選擇撥號會議設定

- 直接呼叫CWA進行設定



Dial-in Conferencing PIN碼和 Conference ID的設定

Dial-in Conferencing Settings - Windows Internet Explorer

https://[redacted].com.tw/dialin#

檔案(F) 編輯(E) 檢視(V) 我的最愛(A) 工具(T) 說明(H)

Dial-in Conferencing Settings

Dial-in Conferencing Settings
powered by Communicator Web Access

Frank Hsieh [Sign Out](#)

Personal Identification Number (PIN)

Use your PIN when dialing in to conferences and meetings on your company network.

PIN Expiration: 14 days
Phone Number: +2001

[Change PIN](#)

Assigned Conference Information

Give your assigned Conference ID, passcode and the dial-in phone numbers to people you want to invite to your conference. When participants join the conference or meeting from their phone, they will be prompted to enter the following information.

Conference ID: 23346
Passcode: 495679

[Reset my assigned conference information](#)

Note: People with an account on your corporate network should use their PIN, and people outside of your network should use the passcode to enter the conference.

使用Outlook 邀約電話會議

The screenshot shows the Outlook Conferencing Request dialog box. The main window has a title bar '未命名 - Conferencing Request' and a ribbon with 'Conferencing Request' and '插入 文字格式'. The ribbon includes buttons for '取消邀請', '刪除', '轉寄', '約會', '日程小幫手', '主席', '音訊', '權限', '忙線', '週期性', '時區', 'ABC', '拼字檢查', and '會議記錄'. A red box highlights the '音訊' button, and a red arrow points to the '電話會議音訊選項' sub-dialog box.

The '電話會議音訊選項' dialog box has the following content:

選擇參與者能在會議使用的音訊連線類型:

- 使用電腦音訊(I)
- 使用電腦音訊或從任何電話撥號(C)
 - 每個會議都使用我的已指派會議 ID(M)
 - 每個會議都使用新的會議 ID(N)
 - 需要密碼以加入會議(P)
(系統管理原則要求所有會議都必須使用代號)

提供下列區域使用的當地電話號碼(Y):

Chang Cheng Taichung Office Location Prof1

Buttons: 確定, 取消

Below the dialog box, the main dialog shows the following information:

尚未寄出會議邀請。

收件者: 賴柏勳

主旨: [Empty]

地點: 電話會議

開始時間: 2009/2/4 (星期三) 上午 11:00

結束時間: 2009/2/4 (星期三) 上午 01:00

Frank Hsieh 已邀請您加入電話會議: [使用 Communicator 加入](#)

如果您尚未安裝 Microsoft(R) Office Communicator: [使用網頁瀏覽器加入](#)

音訊資訊

若要使用您的電話加入會議，請使用下列資訊進行撥號:

電話號碼: 042234- ext-2220 [中文 (台灣), 韓文, 日文, 中文 (PRC), 英文]

電話號碼: 042234- ext-2222 [中文, 日文, 英文]

[尋找所在區域的當地電話](#)

會議 ID: 23346

密碼: 495679

注意: 如果您在此企業網路中有帳號，請使用您的 PIN 而非密碼。 [您是否已設定您的 PIN?](#)

疑難排解

無法加入電話會議嗎? 請複製此連結並貼到您的網際網路瀏覽器:

conf:sip:frank@.com.tw;gruu;opaque=app:conf:focus.id:3814A82809A34ED0958C
conversation-id=95fa2803f1b642f7bbb779b

在共用資料夾: 行事曆

DEMO01

撥入式電話的系統設定與使用

講授大綱

- 交換機整合的規劃與設計
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- 問題與討論

Response Group Service的特性(1)

- 支援 call-routing 演算法
 - Serial
 - Longest-idle
 - Parallel
 - Round robin
- Interactive voice response (IVR)
 - 使用語音辨識
 - 使用按鍵
 - Dual Tone Multi-Frequency (DTMF)
- Call queuing
- Music on hold

Response Group Service的特性(2)

- Presence-based routing
 - 離線或忙碌的Agent不呼叫
- Response group 樣版
 - Question
 - Music-on-Hold
 - Business hours 和holidays
- 藉由Web介面由使用者管理RGS
- Agent 的型態
 - Formal (要求登入或離開 Response Groups)
 - Informal

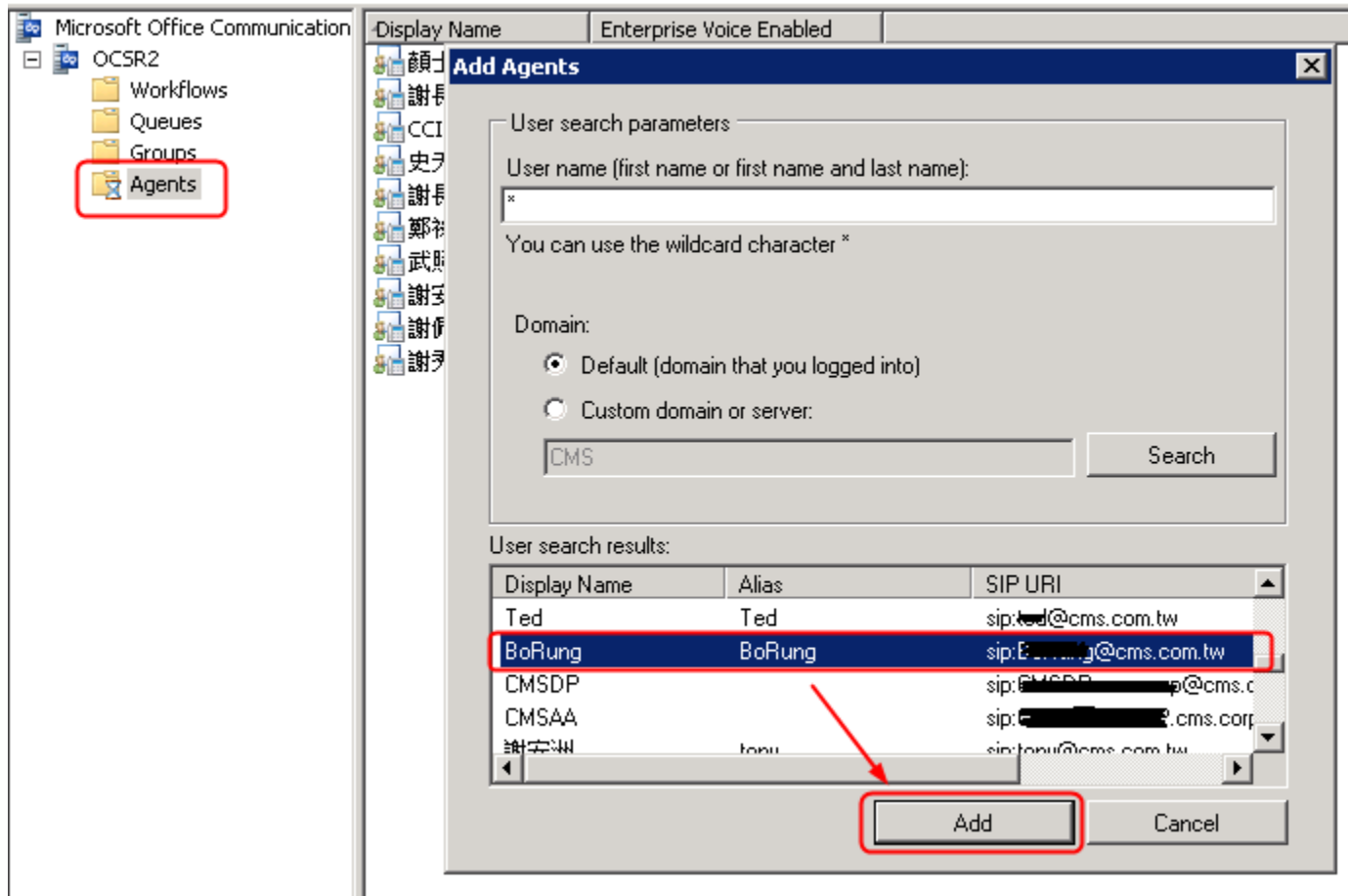
部署Response Group Service的步驟

- 設定Response Group Service
- 建立Workflows
- 部署Response Group Clients

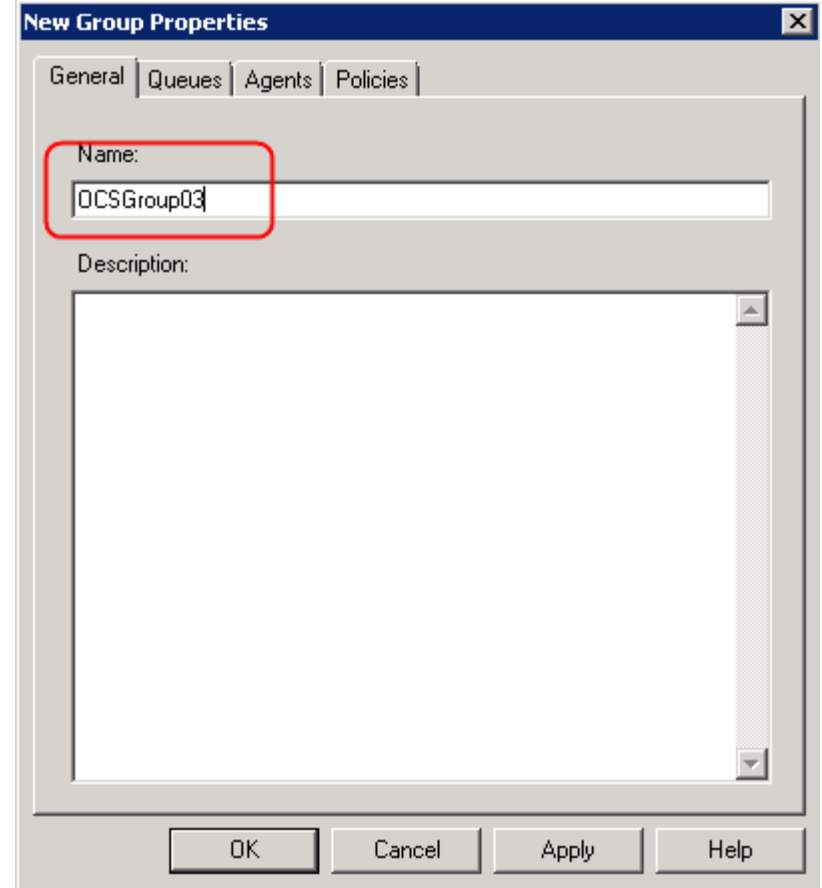
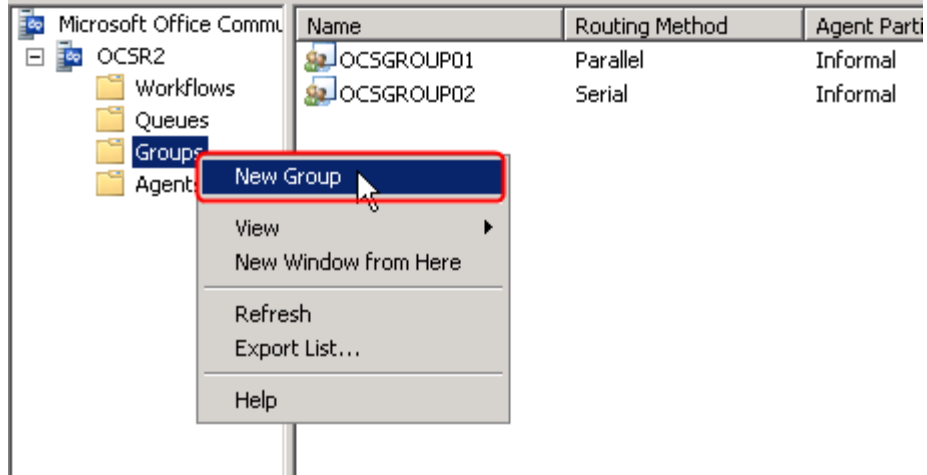
設定Response Group Service

- 建立Agent
- 建立Agent Group
- 建立Queue
- 建立 Holiday Set
- 安裝語言套件
- 使用RGSLang.exe 註冊語言套件
- 重新啟動Response Group Service application

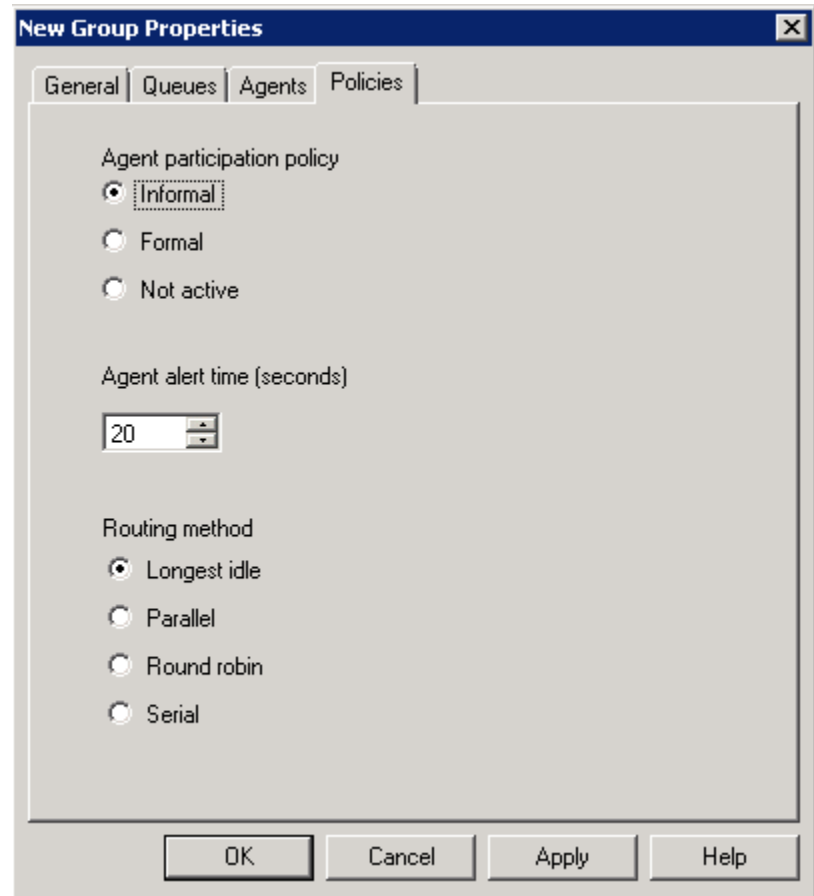
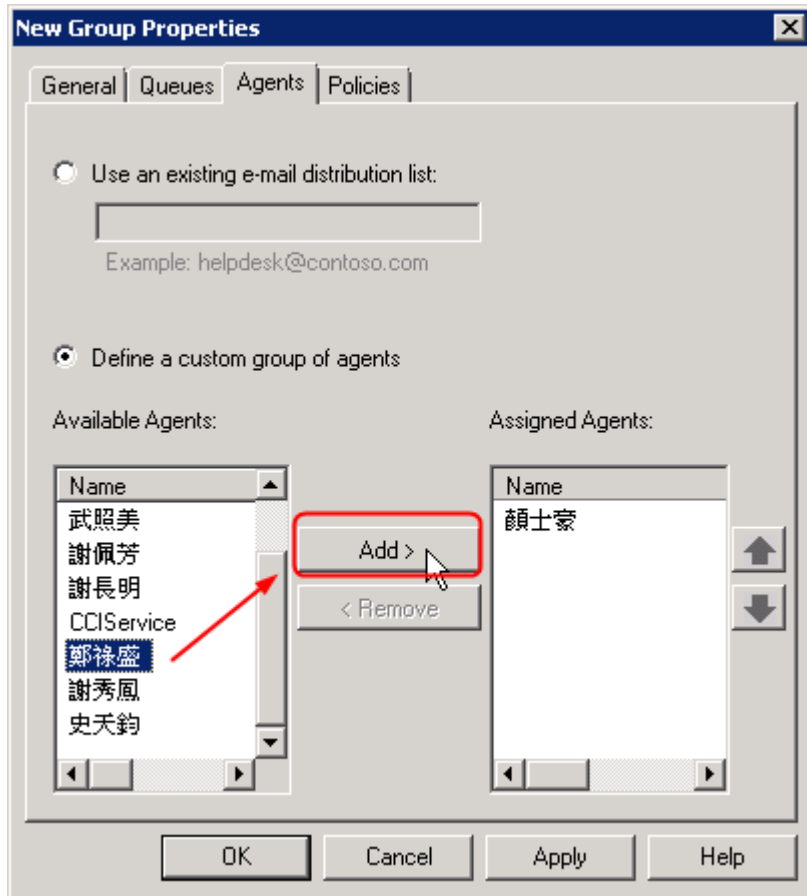
建立Agents



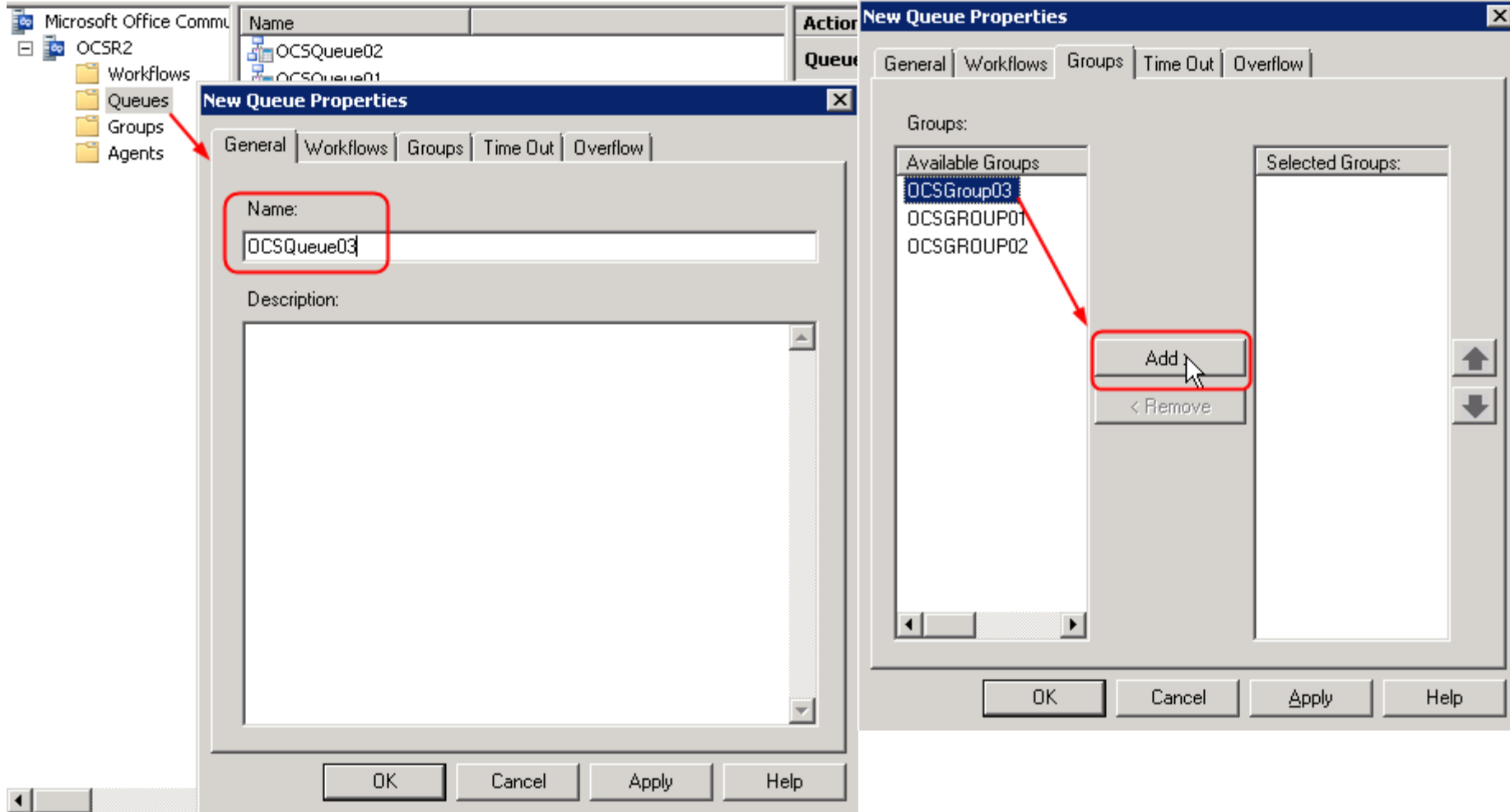
建立Agent Group(1)



建立Agent Group(2)



建立Queue(1)



建立Queue(2)

OCSQueue03 Properties

General | Workflows | Groups | Time Out | Overflow

Time out actions:

Never time out the call

Time out period (seconds):

Forward to:

Voice mail

SIP:
Example: bob@contoso.com

SIP URI

SIP:
Example: bob@contoso.com

Telephone Number

SIP:
Example: +14255550165@contoso.com

Another queue

OK Cancel Apply Help

OCSQueue03 Properties

General | Workflows | Groups | Time Out | Overflow

Overflow actions:

No overflow

Maximum number of calls:

Forward the

Voice mail

SIP:
Example: bob@contoso.com

SIP URI

SIP:
Example: bob@contoso.com

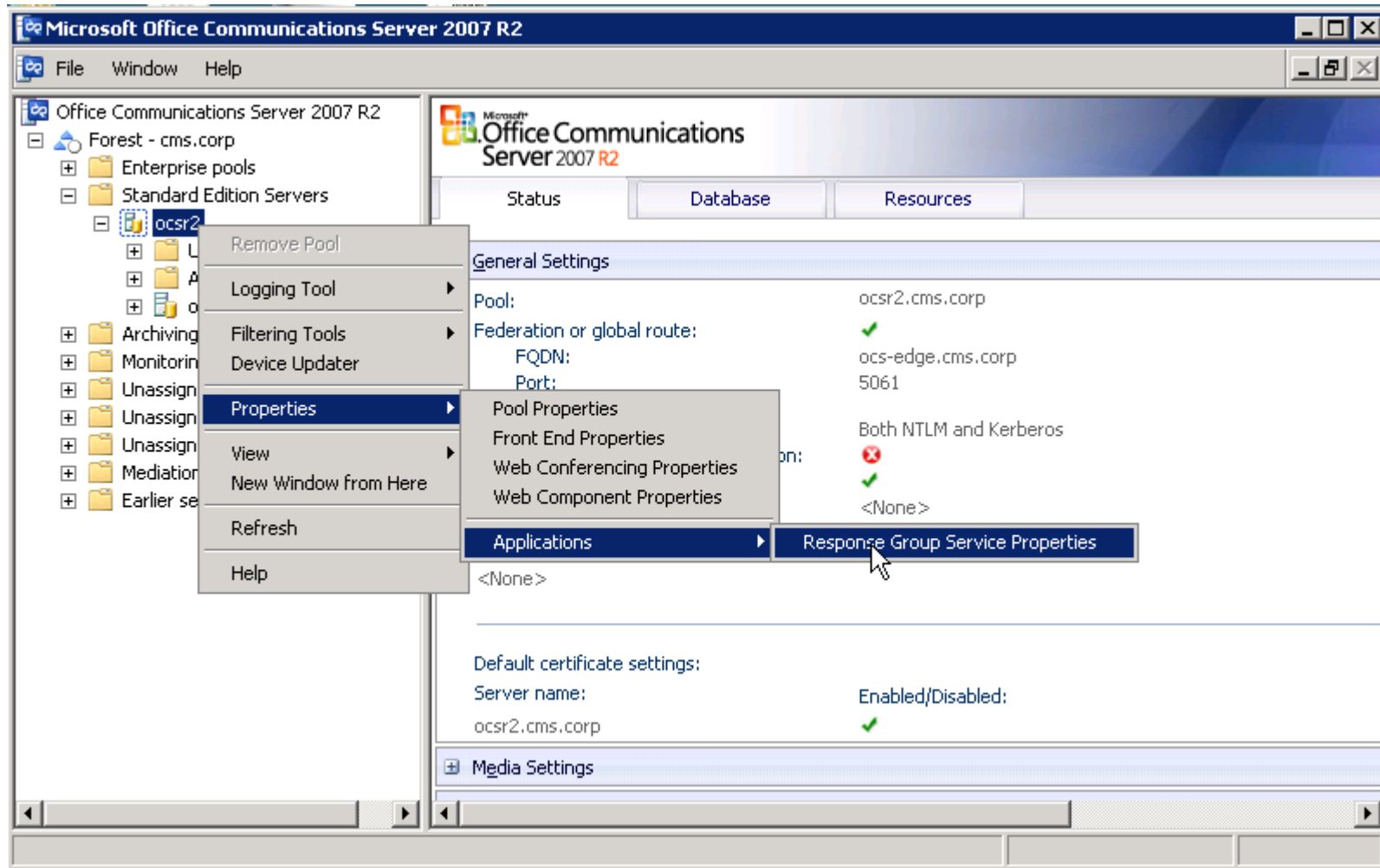
Telephone Number

SIP:
Example: +14255550465@contoso.com

Another queue

OK Cancel Apply Help

建立 Holiday Set(1)



建立 Holiday Set(2)

Microsoft Office Communications Server 2007 R2, Response Group

File Action View Window Help

Microsoft Office Communication

OCSR2

New Window from Here

Refresh

Properties

Help

OCSR2 Properties

Holidays

Holiday sets:

New Delete

Name	All Day	Start Date	End Date	Start Time
------	---------	------------	----------	------------

New Holiday Set

Enter holiday set name:

Holiday1

OK Cancel

Name: []

Start: 2009/ 9/ 7 上午 12:00:00

End: 2009/ 9/ 7 下午 11:59:59 Add

All day event

OK Cancel Apply Help

Opens the properties dialog box for the current selection.

建立 Holiday Set(3)

OCSR2 Properties

Holidays

Holiday sets:
Holiday1 [New] [Delete]

Name	All Day	Start Date	End Date	Start Time
------	---------	------------	----------	------------

[Remove]

Add holiday

Name: 國慶日

Start: 2009/10/10 上午 12:00:00

End: 2009/10/10 下午 11:59:59

All day event

[Add]

[OK] [Cancel] [Apply] [Help]

OCSR2 Properties

Holidays

Holiday sets:
Holiday1 [New] [Delete]

Name	All Day	Start Date	End Date	Start T
國慶日	Yes	2009/10/10	2009/10/10	上午 1

[Remove]

Add holiday

Name:

Start: 2009/ 9/ 7 上午 12:00:00

End: 2009/ 9/ 7 下午 11:59:59

All day event

[Add]

[OK] [Cancel] [Apply] [Help]

安裝語言套件

- 安裝語言套件程式
 - Setup\amd64\Setup\Speech\msserverspeechlangpack_zhtw.msi
- 下載OCS 2007 R2 Resource Kit
 - <http://www.microsoft.com/downloads/details.aspx?familyid=9e79a236-c0df-4a72-aba6-9a9602a93ed0&displaylang=en>
- 註冊語言套件
 - %ProgramFiles%\Microsoft Office Communications Server 2007 R2\ResKit\RGS
 - 執行RGSLang sync

建立Workflow

- 建立Contact Object
- Response Group 設定工具的要求
- 建立Workflow
 - Basic Hunt Group
 - Enhanced Hunt Group
 - One-Level Interactive Workflow
 - Two-Level Interactive Workflow
 - WAV file的要求
- RGSCOT.exe

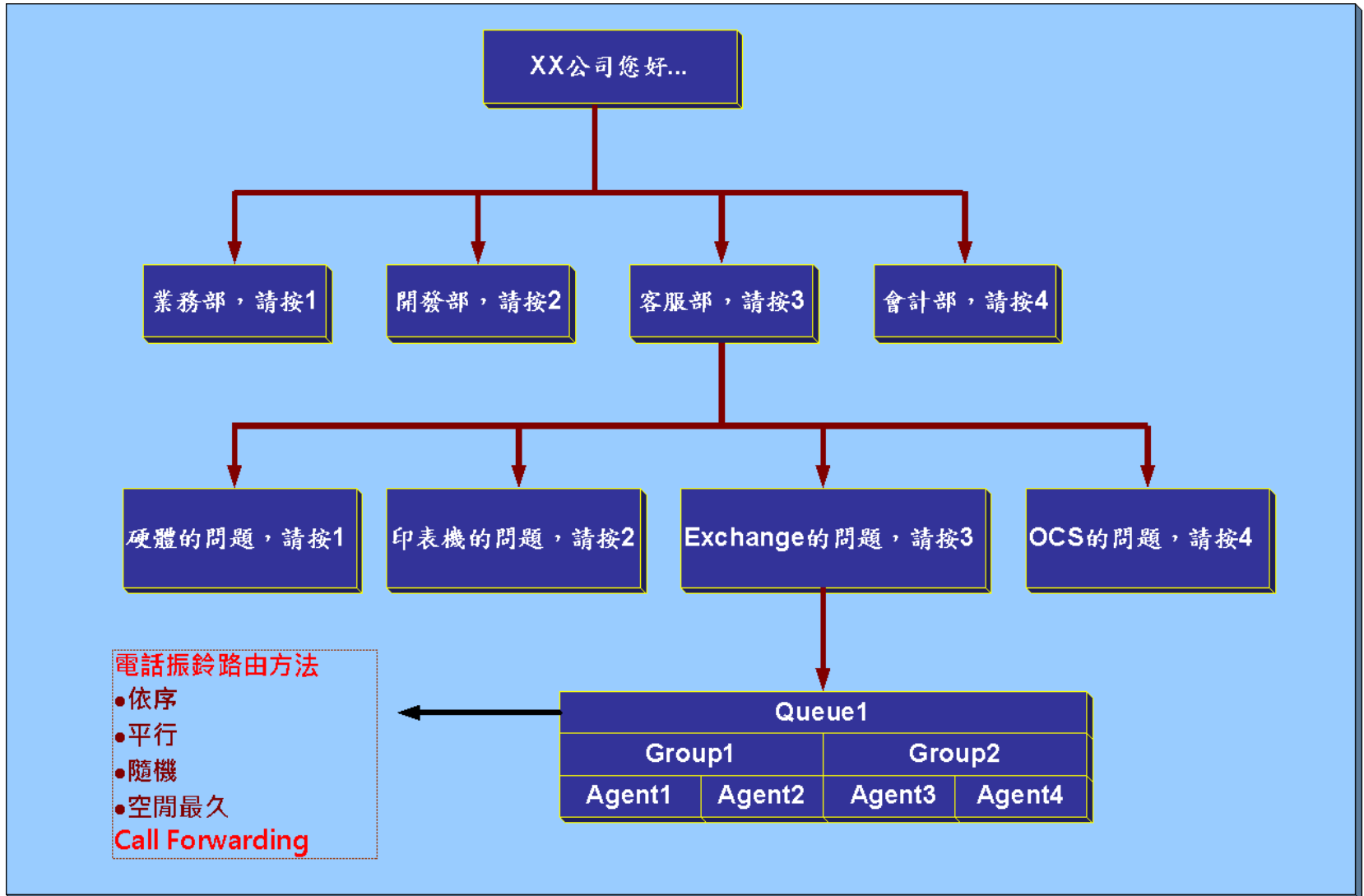
建立Contact Object

- RGSCOT /Create
/PoolFQDN:ServerA.contoso.com
/DisplayName:HR
/DisplayNumber:+14255550100
/PrimaryUri:sip:humanresources@contoso.com
/LineUri:tel:+14255550100

Wave File檔案的基本要求

- 8-bit 或者 16-bit 檔案
- Linear pulse code modulation (LPCM), A-Law 或 mu-Law format
- Mono 或 stereo
- 4MB 以下
- 最佳效能是
 - 16 kHz, mono
 - 16-bit

建立Workflow(1)



建立Workflows(2)

The screenshot shows a web browser window with the URL `https://[redacted].corp/Rgs/Deploy/Default.aspx`. The page title is "Response Group Configuration Tool". The Microsoft logo and "Office Communications Server 2007 R2 Response Group Service" are visible in the top left. The main heading is "Response Group Configuration Tool".

Manage an Existing Workflow

Click the Edit or Delete link next to the workflow you wish to manage.

Active	Workflow Name	Template	Address	Language	Actions
--------	---------------	----------	---------	----------	---------

Create a New Workflow

The Response Group Templates help you to design a new workflow. Each template has a defined set of features. Select the template to use and then click Create.

Basic Hunt Group
Simple routing to a hunt group you define. [Create](#)

Enhanced Hunt Group
Simple routing to a hunt group you define and additional settings such as welcome message, availability, and music on hold. [Create](#)

One-Level Interactive Template
Set a welcome message, availability, and music on hold settings and direct calls using Interactive Voice Response (IVR). You can specify a question that callers will hear that has two possible answers. [Create](#)

Two-Level Interactive Template
Use a more complex IVR design to direct the call flow. You can ask two levels of questions. Each question can have up to four possible answers. [Create](#)

建立 Workflow (2)



Office Communications Server 2007 R2
Response Group Service

One-Level Interactive Template

Step 1

Activate and Name the Workflow

Activate the workflow

If you do not activate the workflow now, you can do so later by using the Response Group Service configuration tool.

Select the address of the group that will receive the calls:

sip:RGS05@cms.com.tw

Display name:

RSG05

Description:

*Example: Group that receives sales calls.
The description is published in an Office Communicator contact card.*

Step 2

Select a Language

中文(繁體)(台灣) (zh-TW)

Example: Thank you for calling.

We appreciate your business and will be with you shortly.

Note: If you use a recorded message, you must still enter the message in the text box.

建立 Workflows (4)

Step 4



Specify Your Availability

Your time zone

(GMT+08:00) Taipei

Preset schedules

To edit or add hours of operation, type in your opening and closing times.

星期日 星期一 星期二 星期三 星期四 星期五 星期六

Open	00:00	00:00	00:00	00:00	00:00	00:00	00:00
Close	24:00	24:00	24:00	24:00	24:00	24:00	24:00
Open							
Close							

Standard holiday lists

Click the check box to select the holiday set.

Holiday1

When the workflow is not scheduled to be open, configure a message to play.

Play a message when the workflow is not scheduled to be open.

Use text-to-speech

Example: Sorry we missed your call.

Note: If you use a recorded message, you must still enter the message in the text box.

Select a recording (no file uploaded yet)

Disconnect call

Forward to voice mail

SIP:

Example: bob@contoso.com

Forward to SIP URI

SIP:


Example: bob@contoso.com

Forward to telephone number


SIP:

Example: +14255550165@contoso.com

建立Workflows(5)

Step 5 **Configure Music on Hold** 

Use default Select a music (no file uploaded yet)

Step 6 **Configure Interactive Voice Response** 

Question

The user will hear the following text or recorded message

Use text-to-speech Select a recording (no file uploaded yet)

Example: Press or say one for Sales, Press or say two for Service.
Note: If you use a recorded message, you must still enter the question in the text box.

Response 1 ▾

Choose an appropriate response: voice, keypad input, or both.

Enter a voice response <input type="text"/> <i>Example: "One" or "Sales"</i>	Assign keypad response Digit <input type="text"/>
Select a queue <input type="text"/>	

Response 2 ▾

Choose an appropriate response: voice, keypad input, or both.

Enter a voice response <input type="text"/> <i>Example: "One" or "Sales"</i>	Assign keypad response Digit <input type="text"/>
Select a queue <input type="text"/>	

DEMO02

Response Groups Service的應用

講授大綱

- 交換機整合的規劃與設計
- 如何設定撥入式電話會議
- R.G.S.的規劃與設定流程
- 使用OCS R2 Attendant
- 如何整合 Exchange UM
- 問題與討論

安裝OCS R2 Attendant 的基本需求表

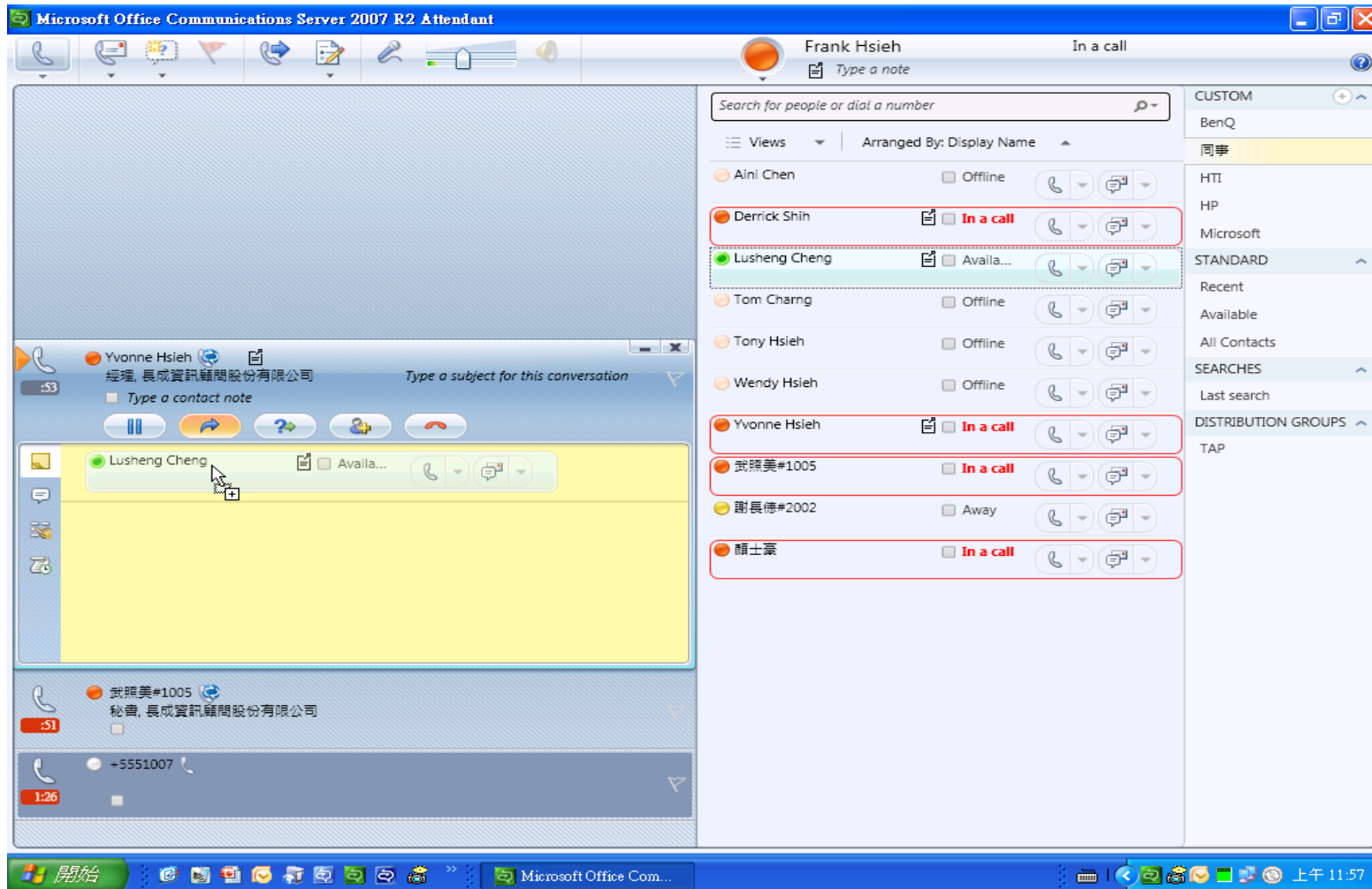
系統元件	規格	要求
顯示卡解析度	基本要求: Super VGA 1024 x 768 建議規格: Super VGA 1280 x 1024 以上	
操作系統	Windows Vista 32-bit (Service Pack 1) Windows XP Professional with Service Pack 2以上	
處理器	Data and Voice: 1 GHz 以上. 支援32-bit 和 64-bit. 若使用Microsoft Office RoundTable 建議1.8 GHz 以上	
記憶體	Windows XP: 1 GB Windows Vista: 2 GB	
硬碟空間	100MB	
顯示卡記憶體	Microsoft DirectX 9-capable display adapter, ATI Radeon X300 or NVIDIA GeForce 5600 class equivalent or better with 256 MB of video memory	

安裝OCS R2 Attendant 的基本需求表

系統元件	規 格 要 求
電話	Microphone and speakers, headset with microphone 建議:Microsoft UC device
頻寬要求	Data: 56 kbps (minimum); 56 kbps (high-quality) Voice: 50 kbps (minimum); 80 kbps (high-quality) Video: 50 kbps (minimum); 350 kbps (high-quality) The RoundTable device: 50 kbps (minimum); 350 kbps (high-quality)
安全性	Administrative credentials, or, in Windows Vista Standard User Mode, administrator credentials.
其他	The Microsoft .NET Framework 3.5 http://go.microsoft.com/fwlink/?LinkId=122406 . Microsoft Core XML services (MSXML) 6.0 SP1 http://go.microsoft.com/fwlink/?linkid=144674 .

Office Communications Server 2007 R2

Attendant的使用方法



DEMO03

OCS R2 Attendant 的使用

講授大綱

- 交換機整合的規劃與設計
- 如何設定撥入式電話會議
- **R.G.S.**的規劃與設定流程
- 使用**OCS R2 Attendant**
- 如何整合 **Exchange UM**
- 問題與討論

整合Exchange UM與OCS 2007(一)

- 建立UM撥號對應表
 - 名稱
 - 分機號碼的位數
 - URI類型
 - 電話分機號碼
 - E.164
 - SIP URI
 - VoIP安全性
 - SIP安全
 - 不安全
 - 安全

整合Exchange UM與OCS 2007(二)

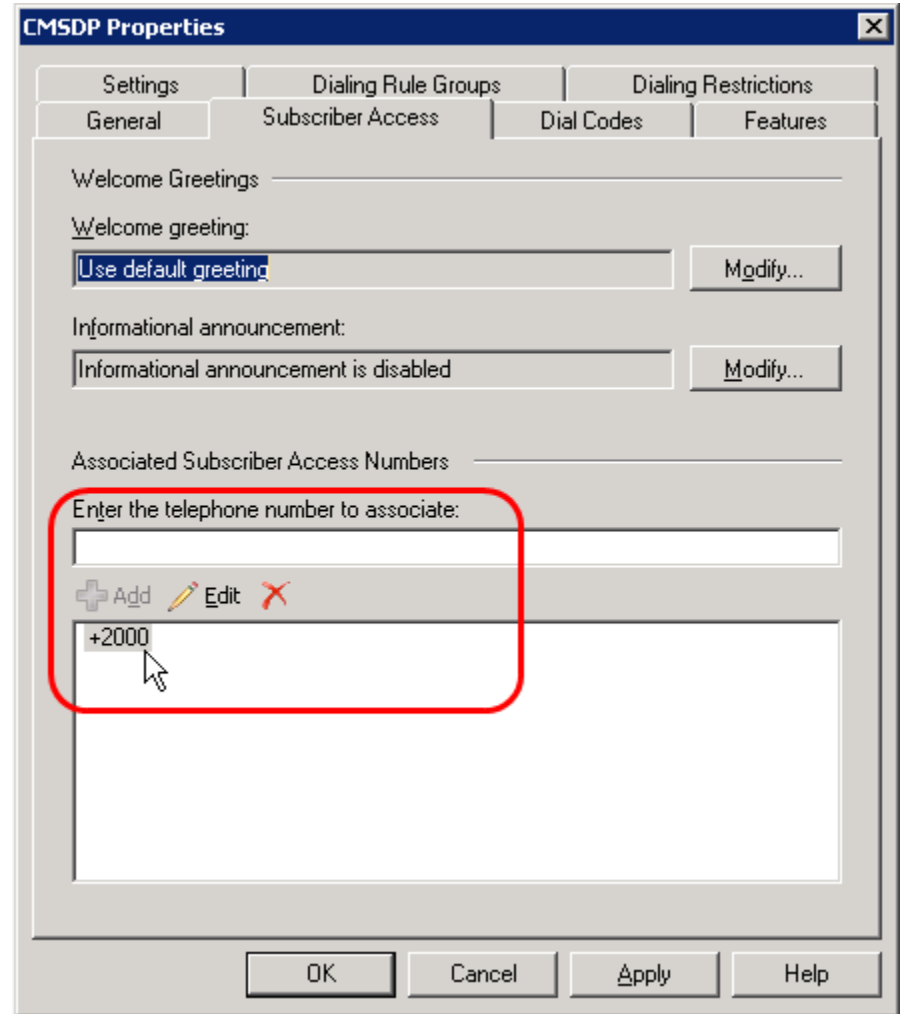
- 關聯撥號對應表至UM伺服器
- 啟用使用者整合通訊的功能
 - 指定PIN碼
 - 指定信箱分機號碼
 - 指定SIP資源識別碼
 - SIP
 - E.164
- 在Exchange UM伺服器上
 - 執行ExchUCUtil.ps1
 - CD “C:\Program files\Microsoft \Exchange Server\Scripts”
 - .\exchucutil.ps1

整合Exchange UM與OCS 2007(三)

- 建立自動語音應答
 - set-umipgateway –Identity ocs01 -Port 5061
 - New-UMAutoAttendant –Name CMS_AA –
UMDialPlan CMS -PilotIdentifierList CMS_AA
- 執行OCSUMUTIL /Domain:<Domain)
 - 在此目錄裡
 - C:\Program Files\Common Files\Microsoft Office Communications Server 2007 R2\Support
 - 重新啟動相關服務
 - Microsoft Exchange整合通訊服務
 - Microsoft Office Communications Server前端服務

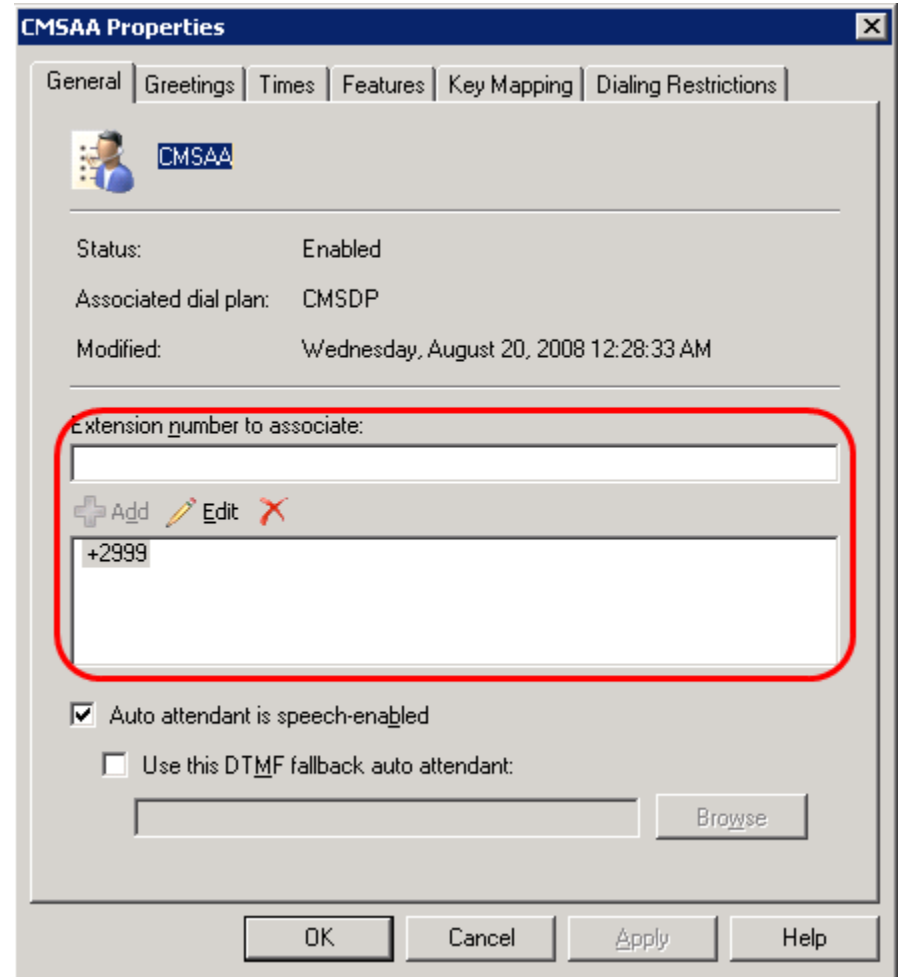
OCS與Exchange UM整合(2)

- 個人語音信箱存取的電話號碼
 - 必須符合E.164
 - OC也必須有一對應的使用者帳號及相同的電話號碼



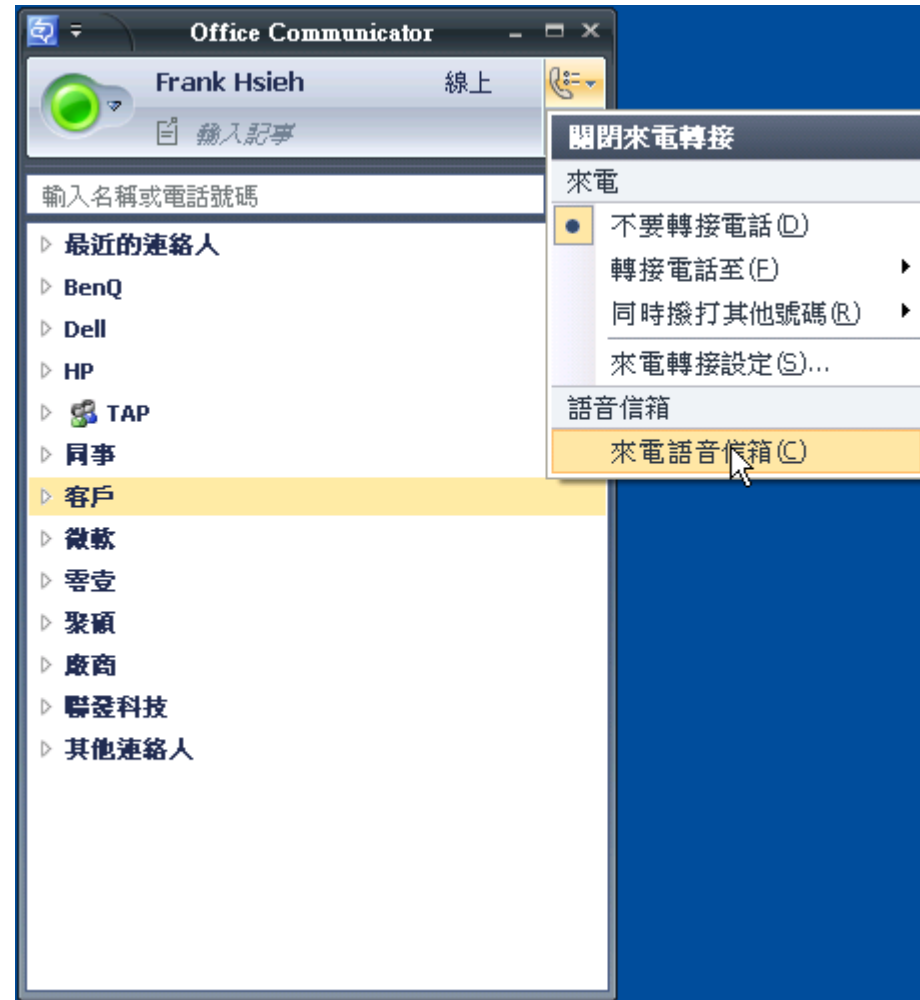
OCS與Exchange UM整合(6)

- 自動總機電話號碼的指定
 - 必須符合E.164



語音信箱的存取方式

- 使用MOC的來電語音信箱存取使用者介面
 - 不必再輸入密碼即能存取個人語音信箱
- 播放Outlook的WMA語音檔
- 在Outlook 2007上
 - 進行Play on phone
- PSTN電話撥打
- 內線分機撥打



存取使用者個人的語音信箱

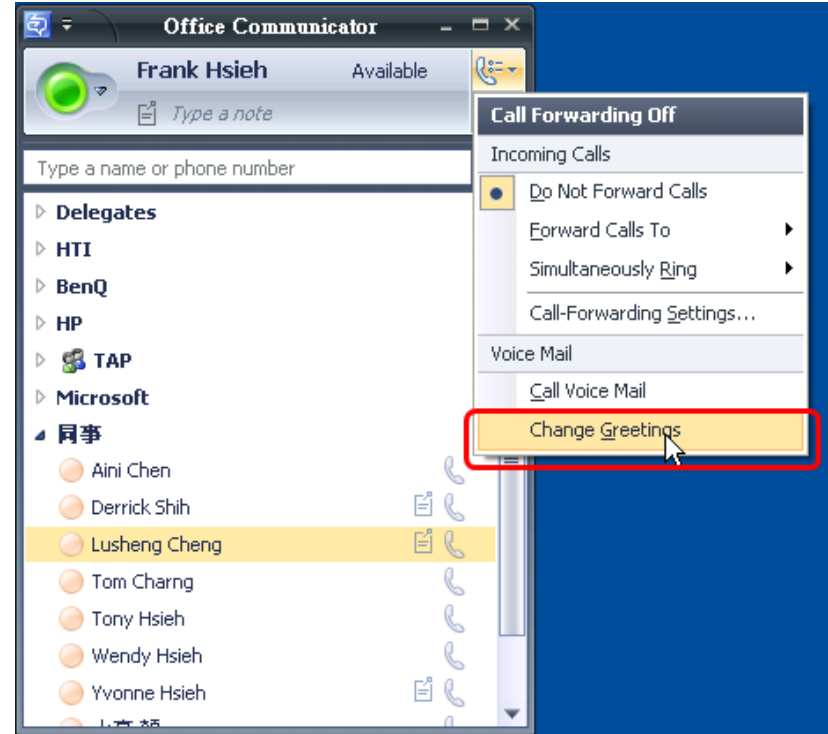
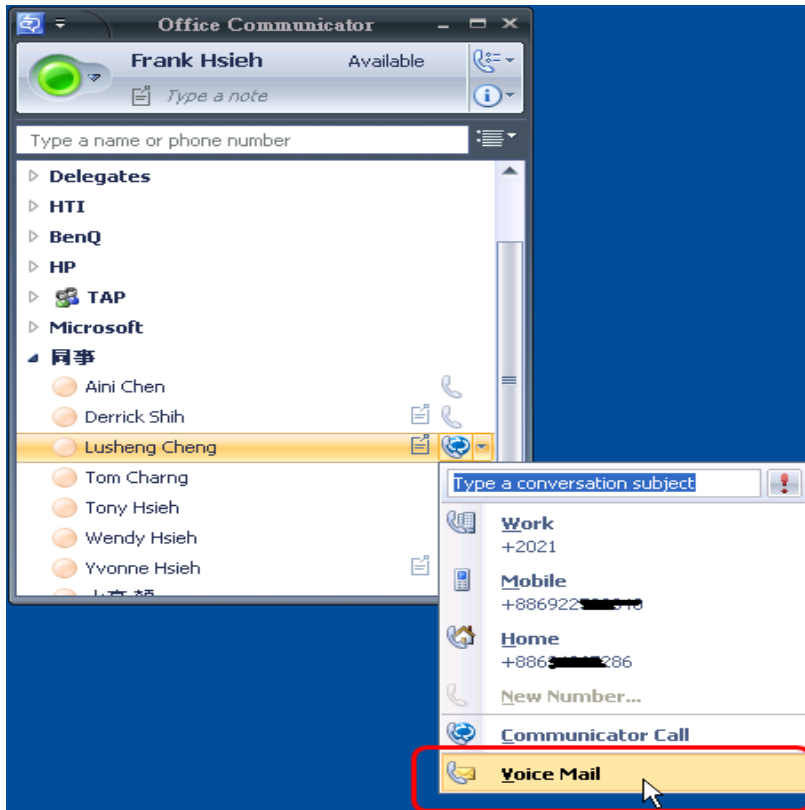
The screenshot displays the Microsoft Outlook interface with a voice mail message open. The message is titled "來自 +886266404588 的語音信箱 (2 秒) - Voice Mail (HTML)". The interface includes a ribbon with various actions, a playback control bar, and a "電話播放" (Phone Playback) dialog box. Red annotations highlight the "播放" (Play) and "電話播放" (Phone Playback) buttons, the "撥號" (Dial) button in the dialog, and the "Frank Hsieh - 交談" (Frank Hsieh - Conversation) window.

Microsoft Outlook interface showing a voice mail message from +886266404588. The message is titled "來自 +886266404588 的語音信箱 (2 秒) - Voice Mail (HTML)". The interface includes a ribbon with various actions, a playback control bar, and a "電話播放" (Phone Playback) dialog box. Red annotations highlight the "播放" (Play) and "電話播放" (Phone Playback) buttons, the "撥號" (Dial) button in the dialog, and the "Frank Hsieh - 交談" (Frank Hsieh - Conversation) window.

Key elements visible in the screenshot:

- Message header: 寄件者: Microsoft Exchange 代表 +886266404588; 收件者: Frank Hsieh; 主旨: 來自 +886266404588 的語音信箱 (2 秒); 寄件日期: 2008/6/5 (星期四) 下午 8:42
- Playback controls: 播放 (Play), 電話播放 (Phone Playback)
- Phone Playback dialog box: 撥號: frank@ems.com.tw; 撥號 (Dial), 掛斷 (End Call)
- Conversation window: Frank Hsieh - 交談

Voice Mail Enhancements(2)



DEMO04

如何利用OC進行語音信箱的存取

問題與解答

摘要

- 語音撥入式的電話會議，讓會議更加容易
- 客服電話總機語音辨識，來電應答不漏接
- 結合電話語音功能整合，語音辨識能用說
- 企業交換機整合OCS R2，商業處理最優化

For More Information

Visit TechNet at www.microsoft.com/technet

Visit the url below for additional information

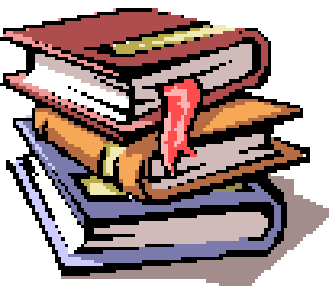
www.microsoft.com/technet/xxx-xx

Microsoft Press Publications

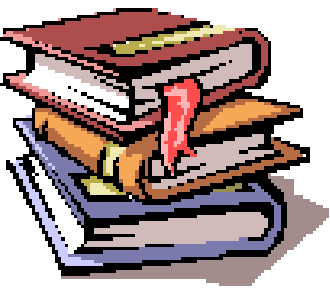
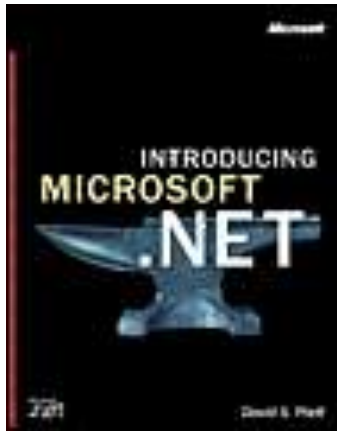


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