



Enhanced Network Solutions Group

Systems Integration • Learning Solutions • CIO Consulting
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CAPPS Integrating Cisco Unified Communications Applications v8.0 Voice

CAPPS Rev 03.11

5 days

Description

Integrating Cisco Unified Communications Applications (CAPPS) v8.0 teaches learners the integration options of Cisco Unified Presence, Cisco Unity Express, and Cisco Unity Connection. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager.

Prerequisites

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager and Cisco Unity Connection
- Cisco CCNA certification recommended

Course Objectives

After completing this course, the learner will be able to meet these overall objectives:

- Describe voice-mail integration options and requirements
- Cisco Unity Connection in a Cisco Unified Communications Manager deployment
- Describe how to implement Cisco Unity Express in a Cisco Unified Communications Manager Express deployment
- Implement voice-mail networking using VPIM
- Implement Cisco Unified Presence and Cisco Unified Personal Communicator

Course Outline

Course Introduction

Introduction to Voice Mail

Cisco Unity Connection in a Cisco Unified Communications Manager Environment

Cisco Unity Express Implementation in Cisco Unified Communications Manager Express Environment

Voice Profile for Internet Mail Implementation

Cisco Unified Presence Implementation



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