



Enhanced Network Solutions Group

Systems Integration • Learning Solutions • CIO Consulting
Managed Outsourcing • Healthcare Solutions • Security Solutions

7224 Engle Road - Fort Wayne, IN 46804 - Phone: (260) 432-1364 - Fax: (260) 432.3168

ICOMM Introducing Cisco Voice & Unified Communications Administration v8.0

ICOMM Rev 05.11

5 days

Description

Introducing Cisco Voice and Unified Communications Administration v8.0 teaches learners how to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence. This course provides the learners with the knowledge and skills to achieve associate-level competency in Cisco Unified Communications. This course introduces the architecture, components, functionalities, and features of Cisco Unified Communications solutions and describes how daily job tasks, such as system monitoring, moves, adds, and changes are performed on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence.

Prerequisites

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

Course Objectives

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

- *Describe the components of a Cisco Unified Communications solution and identify call signaling and media stream flows*
- *Provide an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unity Connection, and Cisco Unified Presence*
- *Understand call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express*
- *Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express*
- *Describe the telephony features supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express*
- *Administer users in Cisco Unity Connection and Cisco Unified Presence, and enable the most commonly used features for both applications*
- *Describe how to maintain a Cisco Unified Communications solution*

Course Outline

Course Introduction

Module 1: Overview of Cisco Unified Communications Solutions

Lesson 1: Understanding the Components of Cisco Unified Communications Solutions

Lesson 2: Understanding the Characteristics of Cisco Unified Communications Solutions

Module 2: Overview of Administrator and End-User Interfaces

Lesson 1: Understanding Administrator Interfaces

Lesson 2: Understanding End-User Interfaces



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Module 3: Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express

Lesson 1: Understanding Call Flows and Call Legs

Lesson 2: Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager

Lesson 3: Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express

Module 4: Endpoint and End User Administration

Lesson 1: Understanding Endpoint Characteristics and Configuration Requirements

Lesson 2: Understanding Endpoint Implementation Options

Lesson 3: Understanding End-User Characteristics and Configuration Requirements

Lesson 4: Understanding End-User Implementation Options

Module 5: Enablement of End User Telephony and Mobility Features

Lesson 1: Understanding Telephony Features

Lesson 2: Enabling Telephony Features

Lesson 3: Understanding Mobility Features

Lesson 4: Enabling Mobility Features

Module 6: Enablement of Cisco Unity Connection and Cisco Unified Presence

Lesson 1: Understanding Cisco Unity Connection

Lesson 2: Understanding End User and Voice Mailbox Characteristics and Configuration Requirements

Lesson 3: Understanding End User and Voice Mailbox Implementation Options

Lesson 4: Understanding Cisco Unified Presence

Lesson 5: Enabling Cisco Unified Presence

Module 7: Cisco Unified Communications Solutions Maintenance

Lesson 1: Providing End-User Support

Lesson 2: Understanding Cisco Unified Communications Manager Reports

Lesson 3: Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports

Lesson 4: Monitoring the System with Cisco Unified Real-Time Monitoring Tool

Lesson 5: Monitoring Voice Mail in Cisco Unity Connection

Lesson 6: Understanding the Disaster Recovery System



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