Implementing Cisco Collaborative Devices

Contact Us

| CICD | Length: 5 days | Format: Lecture/Lab |

Why Firefly

Firefly is trusted by end customers, technology vendors, and their channel partners to deliver innovative and immersive education services. Firefly is proud to be Cisco's current Global Learning Partner of the year and has year upon year won many other industry accolades, including being named Cisco's first ever Business Acceleration Learning Partner.

Course Description

Implementing Cisco Collaboration Devices (CICD) 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. CICD also introduces basic video functionality into Cisco Collaboration solutions.

Prerequisites

The knowledge and skills that a learner must have before attending this course are as follows:

- 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

Who Should Attend

The primary target audiences for the course are:

- Network administrators and network engineers
- CCNA Collaboration candidates

Secondary Theatres include Systems Engineers.

Learning Objectives

Upon completing this course, students will be able to meet the following 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 Connection, and CIsco Unified Communications Manager IM and Resence Service
- 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 Communications Manager IM and Presence Service, and enable the most commonly used features for both applications
- Describe how to maintain a Cisco Unified communications solution

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Course Outline

Module 1: 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: Administrator and End-User Interfaces

Lesson 1: Understanding Administrator Interfaces

Lesson 2: Understanding End-User Interfaces

Module 3: Call Flows in Cisco Call Control Platforms

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 Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express

Module 4: Endpoint and End User Administration

Lesson 1: Understanding End-User Characteristics and Configuration Requirements

Lesson 2: Understanding End-User Implementation Options

Lesson 3: Understanding Endpoint Characteristics and Configuration Requirements

Lesson 4: Understanding Endpoint Implementation Options

Module 5: 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: Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service

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 Communications Manager IM and Presence Service

Lesson 5: Enabling Cisco Unified Communications Manager IM and Presence Service

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 Voicemail in Cisco Unity Connection

Lesson 6: Understanding the Disaster Recovery System

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Labs:

Hardware Lab 1: Explore Administrator Interfaces

Hardware Lab 2: Explore End-User Interfaces

Hardware Lab 3: Explore Call Flows in Cisco Unified Communications Manager

Hardware Lab 4: Explore Call Flows in Cisco Unified Communications Manager Express

Hardware Lab 5: Implement End Users

Hardware Lab 6: Implement Endpoints

Hardware Lab 7: Enable Telephony Features

Hardware Lab 8: Enable Mobility Features

Hardware Lab 9: Implement End Users and Voice Mailboxes

Hardware Lab 10: Enable Cisco Unified Communications Manager IM and Presence Service

Hardware Challenge Lab 11: Provide End-User Support

Hardware Challenge Lab 12: Generate Cisco Unified Communications Manager CAR Tool Reports

Hardware Lab 13: Monitor the System with Cisco Unified RTMT

Hardware Lab 14: Back Up Cisco Unified Communications Manager