
Administering Cisco Unified Communications 12.x/14 (ACUCC) V1.0

***WHERE GREAT TRAINING
HAPPENS EVERYDAY!***



Administering Cisco Unified Communications 12.x/14 (ACUCC) V1.0

Course Duration

5 Days

Course Price

\$4,395.00

45 CLCs

Methods of Delivery

In-Person ILT

Virtual ILT

Onsite ILT

About this Class

This is a 5-day hands-on one of a kind Cisco UC in-depth course takes student from initial endpoint configuration to a full solution deployment using all of the Cisco UC Components. Students will have extensive labs in which they will Administer and troubleshoot a Cisco 12.x / 14.0 UC Deployment.

Participants will gain in-depth practical knowledge with exercises on administering and troubleshooting of all Cisco UC Components.



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How you will benefit

This class will help you:

- Administer and Troubleshoot Cisco Unified Communications Manager (CUCM) Administration 12.x / 14.0
- Administer and Troubleshoot Cisco Unified Communications Manager IM and Presence (IMP) 12.x / 14.0
- Administer and Troubleshoot Cisco Unity Connection 12.x / 14.0
- Administer and Troubleshoot Cisco Emergency Responder 12.x / 14.0
- Administer and Troubleshoot Cisco Paging Server 12.x / 14.0 Cisco Expressway (MRA) 12.x / 14.0
- Administer and Troubleshoot Cisco Unified Contact Center Express (UCCX) 12.x / 14.0
- Administer and Troubleshoot Cisco Meeting Server (CMS)

Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

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Who Should Attend

The job roles best suited to the material in this course are:

- Network Video Engineer
- Voice/UC/Collaboration/Communications Engineer
- Collaboration Tools Engineer
- Collaboration Sales/Systems Engineer

Objectives

Upon completing this course, students will be able to meet these objectives:

- Introduction to Voice Gateways
- VoIP Call Legs
- Dial Plan Implementation
- Configuring Cisco Unified Communication Manager 12.5
- Deploying Cisco VCUBE
- Cisco Unified Border Element Implementation
- Cisco Unified Border Element High Availability
- Cisco Unified Border Element Security
- Cisco Unified Border Element Monitoring and Troubleshooting

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Course Outline

Module 0: Introductions

- Introductions
- Lesson 1: Introductions
- Lesson 2: Understanding Cisco Endpoints
- Module Summary

Module 1: Tools for Managing UC Collaboration 12.x / 14.0

- Module Introduction
- Lesson 1: Cisco Prime Collaboration Deployment Manager Overview 12.x / 14.0
- Lesson 2: Utilizing the Bulk Administration Tool (BAT)
- Lesson 3: Migrating Phones
- Lesson 4: Self Provisioning
- Lesson 5: OS Command Line Tools
- Lesson 6: Loading Cisco Option Packages (COP)
- Module Summary

Module 2: Cisco Unified Communication Manager 12.x / 14.0

- Module Introduction
- Lesson 1: Understanding Smart Licensing
- Lesson 2: Cisco Unified Communication Manager Overview
- Lesson 3: Understanding Administrator Interfaces
- Lesson 4: Deploying Endpoints and Users
- Lesson 5: Implementing Endpoints and Features
- Lesson 6: Implementing Endpoint Addressing and Call Routing
- Lesson 7: Implementing Calling Privileges
- Lesson 8: MoH in Cisco Unified Communications Manager
- Lesson 9: Implementing Conference Bridges

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Course Outline

Cont. Module 2

- Lesson 10: Unified Communication Manager with Cisco Meeting Server Configuration
- Lesson 11: Understanding Cisco Unified Communications Manager CAR Analysis and Reporting Tool Reports
- Lesson 12: Understanding Cisco Unified Communications Manager Reports
- Lesson 13: Using Troubleshooting and Monitoring Tools
- Lesson 14: Understanding the Disaster Recovery System
- Lesson 15: Back Up Cisco Unified Communications Solutions
- Lesson 16: Restore Cisco Unified Communications Solutions
- Module Summary

Module 3: Cisco Unified Gateways

- Module Introductions
- Lesson 1: Implementing PSTN Access Using MGCP Gateways
- Lesson 2: Describing Cisco SIP Gateways
- Lesson 3: Troubleshooting Common Gateway
- Module Summary

Module 4: Integrating Cisco Unity Connection 12.x / 14.0

- Module Introductions
- Lesson 1: Unity Connection Overview
- Lesson 2: Creating Users
- Lesson 3: Designing an Audiotext Application
- Module Summary

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Course Outline

Module 5: Integrating Cisco Unified IM and Presence 12.x / 14.0

- Module Introductions
- Lesson 1: Cisco Unified Communications Manager IM and Presence Service Overview
- Lesson 2: Describing Cisco Unified Communications IM and Presence Components and Communication Flows
- Lesson 3: Integrating Cisco Unified Communications IM and Presence
- Lesson 4: Configuring Cisco Unified Communications IM and Presence Features and Implementing Cisco Jabber
- Lesson 5: Implementing Jabber on CUCM
- Lesson 6: Verifying and Troubleshooting Tools for Cisco Unified Presence Components
- Module Summary

Module 6: Cisco Unified Communications Mobile and Remote Access (MRA) 12.x / 14.0

- Module Introductions
- Lesson 1: Cisco Expressway Series Deployment Options
- Lesson 2: Implementing Unified Communications Mobile and Remote Access
- Lesson 3: Expressway Server Certificates
- Module Summary

Module 7: Cisco Emergency Responder (CER) 12.x / 14.0

- Module Introductions
- Lesson 1: Cisco Emergency Responder (CER)
- Lesson 2: Setup Cisco Unified Communications Manager
- Module Summary

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Course Outline

Module 8: Unified Contact Center Express (UCCX)

- Module Introductions
- Lesson 1: Unified Contact Center Express (UCCX) Architecture
- Lesson 2: Introduction to Scripting
- Lesson 3: Using Cisco Unified CCX Reports
- Module Summary

Module 9: Troubleshooting

- Module Introductions
- Lesson 1: Overview of Troubleshooting and Monitoring Tools
- Lesson 2: Troubleshooting Common Gateway and Endpoint Registration Issues
- Module Summary

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Lab Outline

CUCM Labs

- Smart Licensing
- TLS Versions and Requirements
- Registering Phones and Configuring End Users
- Configure Partitions and CSS for Accessing Directory Numbers
- Implementing Call Coverage
- Implement Inbound and Outbound PSTN Calling Using SIP Gateways
- Add an SIP Gateway in Cisco Unified Communications Manager
- Implementing Annunciators and MOH
- Implement Annunciator and MOH
- Implementing Conference Bridges
- Implement Cisco Unified Communications Manager Conference Bridge
Media Resources

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Lab Outline Cont.

Unity Connection Labs

- Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Change the Phone for the next section
- Configure Cisco Unified Communications Manager for a SIP Integration
- Discover Call Routing in Cisco Unity Connection
- Configuring Cisco Unity Connection Users
- Modularize and Automate User Creation
- Access User Pages and Web Inbox
- Manage User Greetings
- Mailbox Quotas and Message Aging
- Configuring Cisco Unity Connection System Settings
- Integrate Cisco Unity Connection with the LDAP Server
- Import Users from the Cisco Unified Communications Manager
- Test Voice Messaging Behavior
- Implementing Cisco Unity Connection Call Management
- Create a Dial Plan and Set Up Site-Specific Directory Handler
- Create an Interview Call Handler
- Configure a New Auto-Attendant
- Configuring Cisco Unified Messaging
- Enable Integrated Messaging
- Configure Unified Messaging
- Secure Messaging
- Monitor a SIP Call Flow

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Lab Outline Cont.

Cisco Unified Communications IM and Presence (IMP) 12.x / 14.0

- Integrate Cisco Unified Communications IM and Presence with Cisco Unified Communications Manager
- Set Up Cisco Unified Communications Manager for Presence Integration
- Set Up Cisco Unified Communications IM and Presence
- Configure Service Discovery
- Configure Cisco Unified Communications IM and Presence Features and Implement Cisco Jabber
- Set Up Cisco Jabber in Full UC Mode
- You verified that video calls and desktop sharing were successfully tested
- Enable Voice Messaging in Cisco Jabber
- Configure LDAP and UDS Directory Access
- Provisioning with Cisco Prime Collaboration

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Lab Outline Cont.

Cisco Unified Contact Center Express (UCCX) 12.x / 14.0

- Add a Call Control Group
- Add a Cisco Media Termination Dialog Control Group
- Add a Cisco Unified CCX Script Application
- Add a Cisco Unified CM Telephony Trigger
- Call and test a newly configured application
- Assign an IPCC Extension to your agent phone
- Observe the RmCm Provider Information
- Associate the agent phone with the RmCm Provider
- Create a Resource Group
- Create a Skill
- Assign a Resource Group and Skills to your agent
- Create a Contact Service Queue
- Display the Agent-based Routing settings
- Make team assignments for your agent
- Start the Finesse Agent Desktop
- Use a skills based CSQ to route call

Cisco Meeting Server (CMS)

- Configure a Meeting
- Configure Spaces
- Use TMS to Schedule meetings
- Configure End Users