
Implementing Cisco Collaborative Devices

DURATION: 5 DAYS

COURSE CODE: CICD

FORMAT: LECTURE/LAB

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.

WHO SHOULD ATTEND

The primary target audiences for the course are:

- Network administrators and network engineers
- CCNA Collaboration candidates
- Secondary Theatres include Systems Engineers.

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

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 Presence 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

COURSE OUTLINE

1. Cisco Unified Communications Solutions

Understanding the Components of Cisco Unified Communications Solutions

Understanding the Characteristics of Cisco Unified Communications Solutions

2. Administrator and End-User Interfaces

Understanding Administrator Interfaces

Understanding End-User Interfaces

3. Call Flows in Cisco Call Control Platforms

Understanding Call Flows and Call Legs

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

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

4. Endpoint and End User Administration

Understanding End-User Characteristics and Configuration Requirements

Understanding End-User Implementation Options

Understanding Endpoint Characteristics and Configuration Requirements

Understanding Endpoint Implementation Options

5. End User Telephony and Mobility Features

Understanding Telephony Features

Enabling Telephony Features

Understanding Mobility Features

Enabling Mobility Features

6. Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service

Understanding Cisco Unity Connection

Understanding End User and Voice Mailbox Characteristics and Configuration Requirements

Understanding End User and Voice Mailbox Implementation Options

Understanding Cisco Unified Communications Manager IM and Presence Service

Enabling Cisco Unified Communications Manager IM and Presence Service

7. Cisco Unified Communications Solutions Maintenance

Providing End-User Support

Understanding Cisco Unified Communications Manager Reports

Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports

Monitoring the System with Cisco Unified Real-Time Monitoring Tool

Monitoring Voicemail in Cisco Unity Connection

Understanding the Disaster Recovery System

HARDWARE LABS

1: Explore Administrator Interfaces

2: Explore End-User Interfaces

3: Explore Call Flows in Cisco Unified Communications Manager

4: Explore Call Flows in Cisco Unified Communications Manager Express

5: Implement End Users

6: Implement Endpoints

7: Enable Telephony Features

8: Enable Mobility Features

9: Implement End Users and Voice Mailboxes

10: Enable Cisco Unified Communications Manager IM and Presence Service

HARDWARE CHALLENGE LABS

11: Provide End-User Support

12: Generate Cisco Unified Communications Manager CAR Tool Reports

13: Monitor the System with Cisco Unified RTMT

14: Back Up Cisco Unified Communications Manager