

Implementing Cisco Collaboration Devices (CICD)

ID CICD Preis 2.690,- € (exkl. MwSt.) Dauer 5 Tage

Zielgruppe

Die primären Zielgruppen für den Kurs sind:

- Netzwerkadministratoren und Netzwerktechniker
- CCNA-Collaboration-Kandidaten

Sekundäre Zielgruppen sind:

- Systemtechniker

Voraussetzungen

- Fundierte Kenntnisse über konvergierte Sprach- und Datennetze
- Grundkenntnisse über Cisco-IOS-Gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

Kursziele

Nach erfolgreichem Abschluss dieses Kurses sind Sie in der Lage:

- die Komponenten einer Unified Communications-Lösung von Cisco zu beschreiben und Anrufsignalisierung und Media-Stream-Flows zu identifizieren.
- sich einen Überblick über die Schnittstellenoptionen für Administratoren und Endbenutzer in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection und Cisco Unified Communications Manager IM und Presence Service zu verschaffen.
- Die Anrufströme in Cisco Unified Communications Manager und Cisco Unified Communications Manager Express verstehen.
- Aufgaben der Endgeräte- und Endbenutzeradministration in Cisco Unified

Communications Manager und Cisco Unified Communications Manager Express auszuführen.

- die Telefoniefunktionen von Cisco Unified Communications Manager und Cisco Unified Communications Manager Express zu beschreiben.
- Benutzer in Cisco Unity Connection und Cisco Unified Communications Manager IM und Presence Service zu verwalten und die am häufigsten verwendeten Funktionen für beide Anwendungen zu aktivieren.
- zu beschreiben, wie man eine Cisco-Unified-Communications-Lösung wartet.

Kursinhalt

CICD v1.0 konzentriert sich auf die Vermittlung der Fähigkeiten und Kenntnisse, die für die Implementierung von Cisco-Unified-Communications-(UC)-Lösungen erforderlich sind. Der Kurs behandelt die Administration von Endbenutzeroberflächen, Telefonie- und Mobilitätsfunktionen sowie die Wartung von Cisco-UC-Lösungen.

CICD v1.0 führt Discovery Labs ein, eine in die Lektionen eingebettete Lernumgebung, die es den Teilnehmern ermöglicht, die Grundlagen interaktiv zu lernen. Die Discovery Labs sollen von den Teilnehmern durchgeführt werden, wenn sie diese im Kurs erreichen und ersetzen die Inhalte des ICOMM. Die Teilnehmer können die Discovery Labs auf verschiedene Weise durchlaufen, z.B. als trainiergeführtes Lab, als Selbstlernlab, bei dem der Trainer als Mentor fungiert, als Trainer-Demo oder Präsentation.

Dieser Kurs enthält auch Challenge Labs, in denen die Teilnehmer ihr im Unterricht erworbenes Wissen testen. Die Challenge Labs befinden sich im Lab Guide und umfassen Laborszenarien, Jobhilfen,

einen Abschnitt zur Überprüfung der Aktivitäten und eine Lösung.

Detaillierter Kursinhalt

Module 1: Cisco Unified Communications Solutions

- Cisco Unified Communications Call Control Options
- Cisco Unified Communications Manager Express Overview
- Cisco Unified Communications Manager Overview
- Cisco Business Edition 6000
- Cisco VCS and Cisco Expressway Series
- Cisco Unified Communications Manager IM and Presence Service Overview
- Cisco Unity Connection Overview
- Cisco Prime Collaboration
- Cisco TMS Overview
- Overview of Traditional Voice Networks
- Overview of Converged Voice Networks
- Overview of Packet-Oriented Networks

Module 2: Administrator and End-User Interfaces

- Cisco Unified Communications Manager Administrator Interfaces
- Cisco Unified Communications Manager Serviceability
- Cisco Unified Communications Manager Services
- Cisco Unified Communications Manager Operating System
- Discovery 1: Verify System Information
- Disaster Recovery System
- Cisco Unified Reporting
- Access the CLI
- Discovery 2: Obtain Platform Details with CLI from Cisco Unified Communications Manager
- User Management
- Cisco VCS and Cisco TMS Administrative Interfaces
- Cisco Unity Connection Administrator Interfaces
- Cisco Unity Connection Serviceability
- Discovery 3: Verify Voicemail Integration
- Cisco Personal Communications Manager IM and Presence Service Administrator Interfaces

- Cisco Unified Communications Manager Express Administrator Interfaces
- Cisco Unified Communications Manager End-User Interfaces Overview
- Customize User Website Permissions
- Customize CCMUser Enterprise Parameters
- End-User LDAP Authentication
- Self Care Portal Devices
- Cisco Unified Communications Manager Express End-User Interfaces
- Authentication and Synchronization for End Users in Cisco Unity Connection
- Administrator-Enabled User Login
- Cisco Personal Communications Assistant
- Cisco Unity Connection TUI

Module 3: Call Flows in Cisco Call Control Platforms

- Cisco Unified Communications Manager SCCP Call Flows and Call Legs
- Cisco Unified Communications Manager Centralized Architecture PSTN Backup Call Flow
- Cisco Unified Communications Manager Distributed Architecture Call Flow
- Cisco Unified Communications Manager PSTN Backup Path Selection
- AAR Call Flow
- Dial Peer Overview
- Inbound Dial Peer Selection
- Outbound Dial Peer Selection
- Cisco VCS Call Flows
- Cisco Unified Communications Manager CoS Overview
- Partitions and CSSs
- Examples of Partitions and CSSs
- Discovery 4: Discover the Cisco Unified Communications Manager CoS Implementation
- Cisco Unified Communications Manager Call Routing Overview
- Cisco Unified Communications Manager Call Routing Logic
- Digit Analysis
- Cisco Unified Communications Manager Path Selection Configuration Elements
- Hunt Groups
- Call Admission Control
- Regions
- Discovery 5: Discover the Cisco Unified Communications Manager Call Routing Implementation
- Cisco Unified Communications Manager

- Express COR Overview
- COR Behavior
- Discovery 6: Discover the Cisco Unified Communications Manager Express COR Implementation
- Cisco Unified Communications Manager Express Call Routing Overview
- Trunk Groups
- Ephone Hunt Group Overview
- Discovery 7: Discover the Cisco Unified Communications Manager Express Call Routing Implementation

Module 4: Endpoint and End-User Administration

- End Users in Cisco Unified Communications Manager
- Cisco Unified Communications Manager Express User Access Levels
- Cisco Unified Communications Manager Express User Locale
- Cisco Unified Communications Manager User Management Options
- Cisco Unified Communications Manager LDAP Support
- LDAP Integration: Synchronization
- LDAP Integration: Authentication
- LDAP Integration Considerations
- Synchronization Agreements
- LDAP Synchronization Configuration Procedure
- LDAP Authentication Configuration
- LDAP Custom Filter
- Implement End Users in Cisco Unified Communications Manager Express
- IP Phone Registration Process Overview
- Cisco SCCP IP Phone Startup Process
- Cisco SIP Phone Startup Process
- Cisco Unified Communications Manager Network Configuration
- IP Phone Configuration Requirements in Cisco Unified Communications Manager
- IP Phone Configuration Requirements in Cisco Unified Communications Manager Express
- Discovery 8: Configure and Verify Endpoint Basic Configuration Elements
- Discovery 9: Device Settings Configuration
- Configuration Methods and Tools
- Autoregistration
- Manual Cisco IP Phone Configuration
- Cisco Unified Communications Manager BAT

- Self-Provisioning
- Update the Endpoint Firmware from SCCP to SIP
- Implement IP Phones in Cisco Unified Communications Manager Express
- Configure Menu
- View Menu
- Configuration Tool Comparison

Module 5: End User Telephony and Mobility Features

- Cisco Extension Mobility in Cisco Unified Communications Manager
- Call Forward Options
- Shared Lines
- Call Pickup
- Call Hunting Components
- Call Park
- Intercom in Cisco Unified Communications Manager
- Native Cisco Unified Communications Manager Presence
- Cisco Unified Communications Manager Express Features
- Discovery 10: Configure Cisco Extension Mobility
- Configure Call Coverage in Cisco Unified Communications Manager
- Discovery 11: Configure Hunt Groups
- Configure Intercom Functionality in Cisco Unified Communications Manager
- Configure Speed Dial BLF
- Configure Call Forward Settings in Cisco Unified Communications Manager Express
- Configure Cisco Unified Communications Manager Express for Night Service
- Configure Paging in Cisco Unified Communications Manager Express
- Configure Shared Ephone-dn in Cisco Unified Communications Manager Express
- Configure Pickup Groups in Cisco Unified Communications Manager Express
- Configure Intercom in Cisco Unified Communications Manager Express
- Configure Hunt Groups in Cisco Unified Communications Manager Express
- Mobile Connect in Cisco Unified Communications Manager
- Mobile Voice Access in Cisco Unified Communications Manager
- Mobility in Cisco Unified Communications Manager Express
- Configure Cisco Unified Mobility in Cisco

- Unified Communications Manager
- Discovery 12: Configure Cisco Unified Mobility on HQ Phone 1
- Discovery 13: Configure Cisco Unified Mobile Voice Access in Cisco Unified Communications Manager
- Configure Mobility in Cisco Unified Communications Manager Express

Module 6: Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service

- Cisco Unity Connection Overview
- Cisco Unity Connection Integration
- Discovery 14: Verify the Cisco Unity Connection Integration
- Cisco Unity Connection Call Handler
- Cisco Unity Connection Call Routing
- Cisco Unity Connection Authentication Rules
- Cisco Unity Connection Dial Plan
- Cisco Unity Connection End-User Templates Overview
- User Template Basics
- Default Class of Service
- Password Settings and Roles
- Transfer Rules and Greetings
- Call Actions
- Message Actions and Caller Input
- TUI Experience
- Cisco Unity Connection End Users
- Cisco Unity Connection Voice Mailboxes
- Cisco Unity Connection Video Greetings
- Discovery 15: Configure a User Template
- Discovery 16: Configure a User
- Import End Users from Cisco Unified Communications Manager
- Import Users from LDAP
- Bulk Import Users
- Manage Cisco Unity Connection Message Storage
- Discovery 17: Configure Cisco MediaSense for Video Greeting
- Discovery 18: Configure Cisco Unity Connection for Video Greeting
- Perform the Implement End Users and Voice Mailboxes Lab
- Cisco Unified Communications Manager IM and Presence Service Features and Functionality
- Cisco Unified Communications Manager IM and Presence Service Architecture
- Configure Cisco Unified Communications

- Manager for Cisco Jabber
- Configure the Cisco Unified Communications Manager IM and Presence Server
- Troubleshoot Cisco Jabber

Module 7: Cisco Unified Communications Solutions Maintenance

- Problem-Solving Model Overview
- Gather Facts
- Consider Possibilities
- Create an Action Plan
- Implement the Action Plan
- Observe Results
- Restart the Problem-Solving Process
- Document Results
- Troubleshooting IP Phone Registration
- Powering IP Phones
- VLAN Overview
- Configure Access Ports
- Voice Quality Issues
- Cisco Unified Communications Manager Reports Overview
- Generate Reports
- Analyze the Generated Reports
- Discovery 19: Use Cisco Unified Reporting
- Cisco Unified Communications Manager CAR Tool Overview
- Cisco Unified Communications Manager CAR Tool User Overview
- Discovery 20: Configure System Settings in the Cisco Unified Communications Manager CAR Tool
- Export CDR and CMR Records
- Generate CDR User Reports
- Discovery 21: Generate User Reports
- Generate System Reports
- Discovery 22: Generate and View a QoS Detail Report
- Generate Device Reports
- Discovery 23: Generate and View a Gateway Utilization Report
- Cisco Unified RTMT Overview
- Monitor the System with Cisco Unified RTMT
- Monitor Cisco Unified Communications Manager with Cisco Unified RTMT
- Generate Reports on Cisco Unity Connection
- Discovery 24: Generate a Cisco Unity Connection Serviceability Report
- Generate Reports in Cisco Unified Serviceability

- Discovery 25: Generate Cisco Unified Serviceability Reports
- Use Reports for Troubleshooting and Maintenance
- Disaster Recovery System Overview
- Back Up Cisco Unified Communications Solutions
- Restore Cisco Unified Communications Solutions

Labs

- Explore Administrator Interfaces
- Explore End-User Interfaces
- Explore Call Flows in Cisco Unified Communications Manager
- Explore Call Flows in Cisco Unified Communications Manager Express
- Implement End Users
- Implement Endpoints
- Enable Telephony Features
- Enable Mobility Features
- Implement End Users and Voice Mailboxes
- Enable Cisco Unified Communications Manager IM and Presence Service
- Provide End-User Support
- Generate Cisco Unified Communications Manager CAR Tool Reports
- Monitor the System with Cisco Unified RTMT
- (Optional) Back Up Cisco Unified Communications Manager