Cisco Collaboration Systems Release 12.x Administrator Workshop (CSR12ADMIN)

ID CSR12ADMIN **Price** 3,790.— €(excl. tax) **Duration** 5 days

Who should attend

The primary audiences for this course are support engineers, administrators, or anyone who needs an understanding of the Cisco Collaboration solution.

Prerequisites

The course is intended to be for Unified Communications beginners with an understanding of traditional PBXs.

Course Objectives

Cisco Collaboration Systems Release 12.x is a sophisticated, yet simple communications solution designed to strengthen business relationships through improved interactions and experiences for midsize to large businesses. It is a simple to deploy, manage, and maintain solution, supporting multiple applications on one virtualized platform. It is highly available, interoperable, and scalable solution.

This 5-day class will help you gain skills and knowledge necessary for initial Cisco Collaboration Systems Release 12.x setup, integration, and configuration as well as day-to-day administration and management tasks. It focuses on the initial design, integration, configuration, and administration of Cisco Collaboration applications. It includes hands-on labs focused on configuration, verification, administration, and day-to-day management tasks. Lab exercises are delivered using an equipment-ready environment where students can focus on their specific areas of interests.

After attending this course, you will be able to:

- Understand and implement Cisco Unified Communications Manager and its features
- Understand and implement Cisco Unity Connection and its features
- Understand and implement Cisco Unified IM and Presence

and its features

Course Content

- Module 1: Cisco Unified Communications Manager
- Module 2: Cisco Unity Connection
- Module 3: Cisco Unified IM and Presence

Lab Exercises

- Configure Cisco Unified Communications Manager
- Configure Cisco Unity Connection
- Configure Cisco Unified IM and Presence

Detailed Course Outline

Module 1: Cisco Unified Communications Manager

- Introduction and Overview of the Cisco Collaboration application including licensing
- Planning and design of a Cisco Collaboration environment and adaptation to meet business requirements
- Registration of telephones using pools and templates to ensure a modular and efficient administration
- Administration of local end users and synchronization of users from an LDAP server, including LDAP authentication
- Description of gateways and their protocols H. 323, MGCP and SIP as well as establishing a connection to a SIP service provider)
- Description of dial plan components, including call routing logic and digit manipulation
- Description of call privileges and location-based bandwidth limitations for audio and video calls
- Description of media resources and media control for conferences, transcoding, MOH and other applications
- Implementation of Extension Mobility
- Implementation of call coverage such as call acceptance, hunt groups, intercom and others
- Implementation of Mobile Connect (single number reach)

Module 2: Cisco Unity Connection

- Integration of Cisco Unity Connection with Cisco Unified Communications Manager
- Set up of Cisco Unity Connection system settings, authentication and other basic settings
- Set up of templates and Class of Service for modular administration
- Synchronization of users from anLDAP server to Cisco Unity Connection
- Configuration of call forwarding to Cisco Unity Connection including call routing
- Configuration of an Auto Attendant: Greeting of users and forwarding to call groups
- Configuration of Unified Messaging (single inbox)

Module 3: Cisco Unified IM and Presence

- Integration of Cisco Unified IM and Presence into Cisco Unified Communications Manager
- Integration of Cisco Jabber with Cisco Unity Connection and activation of Enterprise Instant Messaging
- Set up an LDAP server as contact source for the resolution of number to name
- Provisioning of Cisco Jabber for desktop and softphone mode

Labs

Module 1: Configuration of Cisco Unified Communications Manager

- Implementation of daily automated backups and remote monitoring
- Implementation of a dial plan and registration of phones
- Synchronization of LDAP users and LDAP filter configuration
- Configuration of calling and called number presentation
- Configuration of the call classification
- Configuration of call privileges
- Implementation of mobility functions
- Configuration of media resources
- Configuration of Extension Mobility
- Configuration of functions such as call pickup, group calls, intercom and others
- Configuration of Mobile Connect
- Configuration and automatization of business tasks, changing of parameters for device and user groups, importing of configuration files and other tasks

Module 2: Configuration of Cisco Unity Connection

- Integration of Cisco Unity Connection with Cisco Unified Communications Manager
- Configuration of Cisco Unity Connection system settings
- Synchronization of LDAP users and LDAP filter

configuration
- Monitoring of calls on Cisco Unity Connection, creation of management reports and administration of mailbox parameters
- Configuration of message notifications and automatization of backups
- Configuration of call processing and forwarding, adaptation of automatized telephone exchange settings
- Creation of an automatized announcement following, call routing including call queues
- Configuration of Integrated Messaging, Unified Messaging (single inbox) and Secure Messaging

Module 3: Configuration of Cisco Unified IM and Presence

- Integration of Cisco Unified IM and Presence with Cisco Unified Communications Manager
- Provisioning of Jabber for desktop and softphone mode with LDAP authentication
- Configuration of voice mail and desktop sharing integration
- Set up LDAP directory search
- URI dialing with Cisco Jabber
- Creation of chat rooms using external databases

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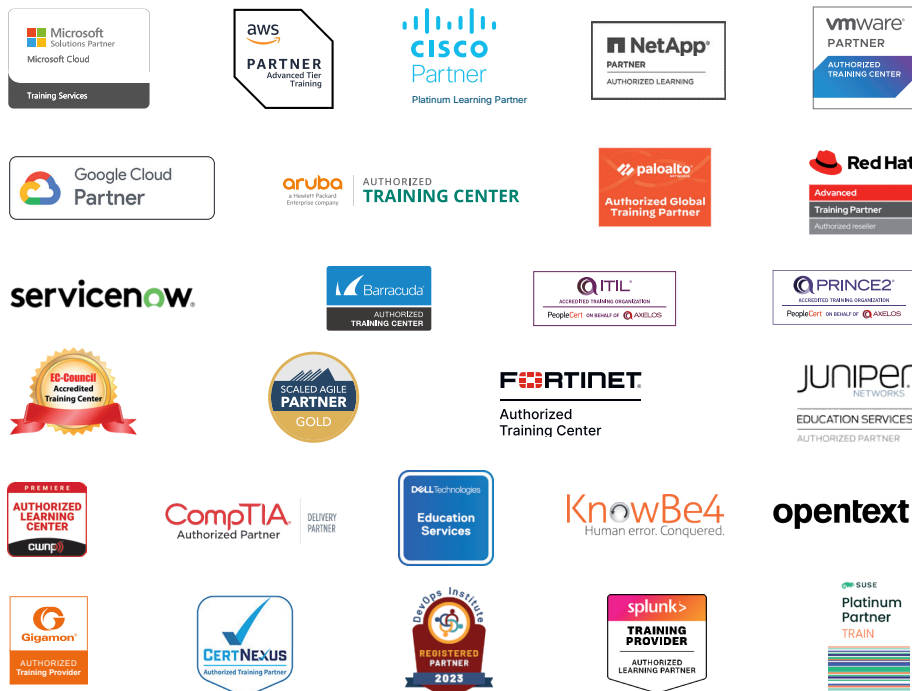
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