

# 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 an LDAP 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

# About Fast Lane



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