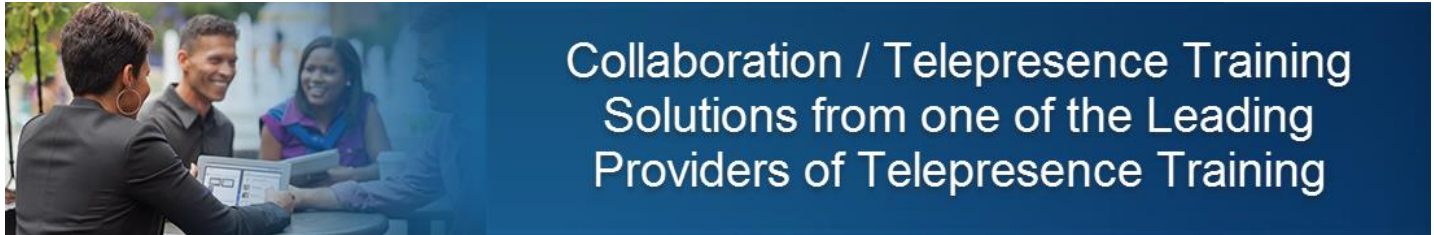




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## Administering Cisco Unified Communications 12.x / 14 (ACUCC-CT)

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.

The software applications that are covered in this course include:

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

### Course Duration

5 days

### Course Price

\$4,395.00

### Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

### Course Hours

8:00 am to 5:00 PM

## 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

## Course Outline

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

- Prime Collaboration Deployment Manager Overview 12.x / 14.0
- Bulk Admin Tool (BAT)
- Importing and Exporting Settings
- Importing and Exporting Users
- Importing and Exporting Phones
- Phone Migrations
- Unsupported IP Phone Models
- CUCM Upgrades

# Administering Cisco Unified Communications (ACUC)

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- Loading COP Files

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

- Cisco Smart Licensing
- Cisco Unified Communication Manager Overview
- Cisco UCM Configuration
- Redundancy
- Services
- Service Parameters
- Enterprises Parameters
- User Configuration
- LDAP Integration
  - Synchronization
  - Authentication
  - Attribute Mapping
  - Filters
- Endpoint Configuration
- Creating and Modifying Phone and Configuration
- Call Routing
- Implementing Calling Privileges
- Partitions and CSSs Configuration
- Implementing Extension Mobility
- Media Resources
- Cisco Meeting Server
- Troubleshooting UCM Features
- CAR (CDR Accounting and Reporting) Tool
- Reports
- Dialed Number Analyzer
- RTMT
- Log Collection
- Use RTMT to View Performance Counters
- Troubleshooting Common Endpoint Registration Issues
- Disaster Recovery System
- Remote Site Redundancy

## Module 3: Gateway

- Gateway Overview
- Cisco H323 Gateways
- Cisco MGCP Gateways
- Cisco IOS SIP Gateways
- Troubleshooting IOS Gateways

## Module 4: Cisco Emergency Responder (CER) 12.x / 14.0

- CER Overview
- Emergency Notifications
- CER Redundancy and Clustering

# Administering Cisco Unified Communications (ACUC)

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- Integration with CUCM
- Cisco Emergency Responder Administration Interfaces
- Configuring Users and Role-Based System Access
- Configuring Cisco Emergency Responder
- Notification by IP Subnet
- SNMP Overview
- Adding new switches
- Notification by Switch Port

## **Module 5: Cisco Unified Communications Mobile and Remote Access (MRA) 12.x / 14.0**

- MRA Overview
- Expressway Edge
- MRA Licensing
- MRA Components
- Certificates

## **Module 6: Integrating Cisco Unified IM and Presence 12.x / 14.0**

- IM&P and Jabber Overview
- Configure Service Discovery
- DNS Record Requirements
- Install Cisco Jabber
- Cisco Jabber in Softphone Mode
- Set Up Cisco Jabber in Full UC Mode
- Integrating CUCM and IM&P
- Configuring CUCM Services for Jabber
- Troubleshooting Jabber

## **Module 7: Integrating Cisco Unity Connection 12.x / 14.0**

- Cisco Unity Connection Overview
- Cisco Unity Connection Integration Using SIP
- Cisco Unity Connection Call Handlers
- Configuring Search spaces and Partitions
- Cisco Unity Connection Administration
- Cisco Unity Connection Integration Troubleshooting Tools
- RTMT
- Using Port Monitor to Troubleshoot Voice Mails
- Cisco Unity Audiotext Application
- Unified Messaging

## **Module 8: Cisco Meeting Server (CMS)**

- Introduction to Cisco Meeting Server
- Configuring CMS
- Configuring Meetings with CMS
- Configuring Spaces with CMS
- Scheduling Meeting with TMS

# Administering Cisco Unified Communications (ACUC)

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## Module 9: Cisco UCCX

- Cisco Unified Contact Center Express Overview
- Cisco Unified Contact Center Express Administration
- Agents
- Skills
- Queues
- Basic Scripting (Overview)
- Finesse
- Reporting
- CUIC

## Module 10: Cisco Paging Server (InformaCast)

- InformaCast Overview
- InformaCast Administration
- IP Phone Paging
- Analog Paging
- Multicast Requirements
- Using InformaCast

## Module 11: Troubleshooting

- Using Troubleshooting Methodology
- Analyze the Troubleshooting Process
- Troubleshooting Methodology in Complex Environments
- Define the Problem
- Gather Facts
- Consider Possibilities
- Create an Action Plan
- Implement an Action Plan
- Observe Results
- Restart the Problem-Solving Process
- Document Facts
- Using Troubleshooting and Monitoring Tools
- Cisco Unified Serviceability
- Cisco Unified RTMT Performance Monitor and Data Logging
- Trace File Collection
- Troubleshooting Common Gateway and Endpoint Registration Issues
- IP Phone Initialization
- Common DHCP-Related and TFTP-Related Issues
- Using Ping to Cisco IP Phones
- Cisco Unified IP Phone Status Messages
- Cisco Unified IP Phone Network Configuration

# Administering Cisco Unified Communications (ACUC)

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## LAB OUTLINE

### CUCM Labs

- Smart Licensing
- 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

### 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
- Configuring Cisco Unified Messaging
- Enable Integrated Messaging
- Monitor a SIP Call Flow

### 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

# Administering Cisco Unified Communications (ACUC)

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- Provisioning with Cisco Prime Collaboration

## **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 calls

## **Cisco Meeting Server (CMS)**

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