

## Introducing Cisco Voice and Unified Communications Administration

### General Description

Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8.0 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.

### Outcomes

At the end of the course, students will be able to:

- 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 Express, Cisco Unity Connection, and Cisco Unified Presence
- 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 Presence, and enable the most commonly used features for both applications
- Describe how to maintain a Cisco Unified Communications solution

### Course Details

Course code: ICOMM 8.0

Duration: 5 days

Starting time: 9am

Finishing time: 4.30pm

 **1300 86 87246**

**1300 TO TRAIN**

### Booking guidelines

Contact our learning consultants on 1300 86 87246 and we will assist you with your booking.

For more information about any of our training courses, contact our Learning Consultants

on 1300 86 87246 or email us on [info@advancedtraining.com.au](mailto:info@advancedtraining.com.au)

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# Course Outline

- **Module 1: Overview of Cisco Unified Communications Solutions Describe the components of a Cisco Unified Communications solution and identify call Signaling and media stream flows.**
  - Lesson 1: Understanding the Components of Cisco Unified Communications Solutions This lesson defines the role of Cisco Unified Communications components in a Cisco Unified Communications solution.
  - Lesson 2: Understanding the Characteristics of Cisco Unified Communications Solutions This lesson defines the characteristics of a Cisco Unified Communications solution and what needs to be considered when sending voice over packet-based networks.
- **Module 2: Overview of Administrator and End-User Interfaces Provide an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unity Connection, and Cisco Unified Presence.**
  - Lesson 1: Understanding Administrator Interfaces This lesson defines the administrator interfaces of Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unity Connection, and Cisco Unified Presence.
  - Lesson 2: Understanding End-User Interfaces This lesson defines the end user interfaces of Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Express, Cisco Unity Connection, and Cisco Unified Presence.
- Cisco Unity Connection, and Cisco Unified Presence.
- **Module 3: Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express Understand call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.**
  - Lesson 1: Understanding Call Flows and Call Legs This lesson defines the characteristics of call flows and the associated call legs in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.
  - Lesson 2: Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager This lesson defines configuration components (class of service, Call Admission Control, route lists, route groups, and so on) that impact call flows in Cisco Unified Communications Manager.
  - Lesson 3: Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express This lesson defines configuration components (class of restriction, dial peers, and so on) that impact call flows in Cisco Unified Communications Manager Express.
- **Module 4: Endpoint and End User Administration Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.**
  - Lesson 1: Understanding Endpoint Characteristics and Configuration Requirements This lesson defines the characteristics of endpoints in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express and the related configuration requirements.
- Lesson 2: Understanding Endpoint Implementation Options This lesson defines how to implement endpoints in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.
- Lesson 3: Understanding End-User Characteristics and Configuration Requirements This lesson defines the characteristics of end users in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express and the related configuration requirements.
- Lesson 4: Understanding End-User Implementation Options This lesson defines how to implement end users in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.
- **Module 5: Enablement of End User Telephony and Mobility Features Describe the telephony features supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.**
  - Lesson 1: Understanding Telephony Features This lesson defines how to explain the Cisco Extension Mobility feature and its advantages, drawbacks, and architectural integration in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.
  - Lesson 2: Enabling Telephony Features This lesson defines how to enable telephony features for

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end users in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.

- Lesson 3: Understanding Mobility Features This lesson defines the characteristics of mobility features in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.
- Lesson 4: Enabling Mobility Features This lesson defines how to enable mobility features for end users in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.

➤ **Module 6: Enablement of Cisco Unity Connection and Cisco Unified Presence Administer users in Cisco Unity Connection and Cisco Unified Presence, and enable the most commonly used features for both applications.**

- Lesson 1: Understanding Cisco Unity Connection This lesson defines the characteristics of Cisco Unity Connection.
- Lesson 2: Understanding End User and Voice Mailbox Characteristics and Configuration Requirements This lesson defines the characteristics of end users and mailboxes in Cisco Unity Connection and the related configuration requirements.
- Lesson 3: Understanding End User and Voice Mailbox Implementation Options This lesson defines how to implement end users and voice mailboxes in Cisco Unity Connection.
- Lesson 4: Understanding Cisco Unified Presence This lesson defines the characteristics of Cisco Unified Presence.
- Lesson 5: Enabling Cisco Unified Presence This lesson defines how to enable Cisco Unified Presence for end users.

➤ **Module 7: Cisco Unified Communications Solutions Maintenance Describe how to maintain a Cisco Unified Communications solution.**

- Lesson 1: Providing End-User Support This lesson defines how to provide end-user support in case of basic connectivity or voice quality issues.
- Lesson 2: Understanding Cisco Unified Communications Manager Reports This lesson defines Cisco Unified Communications Manager reports and how they are generated.
- Lesson 3: Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports This lesson defines Cisco Unified Communications Manager CAR tool reports and how they are generated.
- Lesson 4: Monitoring the System with Cisco Unified Real-Time Monitoring Tool This lesson defines Cisco Unified RTMT and how to use it for system monitoring.
- Lesson 5: Monitoring Voice Mail in Cisco Unity Connection This lesson defines the monitoring options in Cisco Unity Connection and how they can be used to monitor voice mail usage.
- Lesson 6: Understanding the Disaster Recovery System This lesson defines the Disaster Recovery System and how it is used for backup and restores tasks in Cisco Unified Communications systems.