



Administering Cisco Voice and Unified Communications (ICOMM)

Course Content

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.

Course Objectives

Upon completing this course, the learner will be able to meet these overall objectives:

- 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.

Prerequisites

The knowledge and skills that a learner must have before attending this course are as follows:

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

Course Outline

- Course Introduction
- Overview of Cisco Unified Communications Solutions
- Overview of Administrator and End-User Interfaces
- Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Endpoint and End User Administration
- Enablement of End User Telephony and Mobility Features
- Enablement of Cisco Unity Connection and Cisco Unified Presence
- Cisco Unified Communications Solutions Maintenance



Who Should Attend

- Channel Partner / Reseller
- Customer
- Employee

Logistics

Five (5) days