

## **Cisco Collaboration – Combo 1**

### **IPT and UCCX Mandatory Topics**

#### **Day1:**

Deployment Methods and related troubleshooting

Single site, Multisite and Centralized

Call Routing

Call routing troubleshooting

Dial Plan design, deployment & Troubleshooting

Bandwidth Management and Region configuration for real time scenarios

Gateway Protocol Knowledge (H323, SIP, MGCP and ISDN) and Debugs

#### **Day2:**

Call Routing and Digit Manipulation configuration and troubleshooting on Gateway

SIP Gateway / CUBE configuration

SIP Troubleshooting

General Voice gateway Debugging for call failures and mal functioning

#### **Day3:**

IP Telephony Security & Server Security (Self Signed & CA-Signed)

Media Resources on CUCM and Gateway (Software and Hardware)

User Permissions and Access control group

Features and Applications troubleshooting

Device Mobility

Extension Mobility

Unity Connection Integration with Cisco Unified CM using SIP and SCCP

Voice mail, Unified Messaging & Storage troubleshooting in Unity connection

Call Handler, call routing rules configuration & Troubleshooting

**Day4:**

Cisco Unified Communications Manager IM&P Integration

UC profile configuration & Jabber Troubleshooting

IM and Presence High Availability overview

Overview of Integration Methods

CTI & JTAPI Integration

AXL Integration

Integrating Cisco Unified CCX with CUCM

Script Changes in UCCX

Teams, Supervisor & Skill troubleshooting in UCCX

**Day5:**

UCCX General & CUIC Reporting

UCCX Agent Login and call routing Troubleshooting

Below Topics on UC servers (Combined on CUCM, UNITY etc)

Database and OS level troubleshooting

Serviceability, Unified Reporting, DRS procedures & OS admin Pages

Sever Utilization & Alert Configuration Introduction: CPU and Memory utilization. Alert Management for UC servers

Built-in tools awareness like DNA, RTMT, COBRAS & Bulk Administration etc

Server Trace configuration and Collection

**Day6:**

Video (Optional Topics)

Introduction to Basic Video End Points and registration

VCS / Expressway call control, Zones, Clustering & Troubleshooting

Integration with CUCM or other SIP parties

CMS Overview and configuration

Basics of Collaboration Meeting rooms

TMS overview and Management

Labs:

Implement Endpoint Addressing and Call Routing

Exploring Regions and Locations

Implement PSTN and Calling Using MGCP Gateways

Configure and Troubleshoot ISDN PRI

Analyze and Troubleshoot SIP, H323, and Media Protocols

Examine Cisco IOS Gateway Inbound and Outbound Dial-Peer Functions

Implement and Troubleshoot Digit Manipulation on a Cisco IOS Gateway

Exploring Media Resources in Unified CM and Cisco IOS Gateways

User Management

Integrating Cisco Unity Connection with Unified CM

Exploring Call Handlers and Call Routing in Cisco Unity Connection

Deploying an On-Prem Cisco Jabber Client for Windows

Integrating Cisco Unified CCX with Unified CM

Cisco Unified CCX Scripting and ACD Operations

Using Cisco Unified CCX Reports

Exploring Troubleshooting Tools for Unified Communication