Cisco Unified Communication Customized Contents

Day1.

- Unified Communications Review
- Overview of CISCO Call Manager Express (CME)
- Using the SCCP, H.323, and SIP Protocol
- Configuring and Setting Up SCCP/SIP IP Phones on CME
- Configuring and Setting Up CME Features

Day2.

- Setting Up CME/VoIP Gateway to Connect to T1/E1/PRI Trunk
- Working with CME Dial Plan
- Describing CUCM Deployment Models
- Installation of Cisco Unified Communication Manager

Day3.

- CUCM Dial Plan Architecture
- Implementing Class of Control
- Time of Day Routing
- Traditional vs. Line/Device Approach
- Describing Basic Phone Features
- Exploring Hunt Groups

Day4.

- Outbound Call Routing in a Multisite Environment
- Inbound Calls Routing in a Multisite Environment
- Configuring Translation Patterns
- Configuring Voice Translation Rule in Voice Gateway

Day5.

- Implementing TEHO between sites
- Implementing Survivable Remote Site Telephony
- Locations-Based Call Admission Control
- Defining Media Resources

- Exploring Media Resource Management

Day6.

- User Accounts and LDAP Integration
- Extension Mobility
- Unified Mobility (SNR, MVA)
- Device Mobility
- BAT Tips and Tricks

Day7.

- Integrating Cisco Unity Express with CME
- Configuring Cisco Unity Express User Accounts and Features
- Describing Cisco Unified IM and Presence Components and Communication Flows
- Integrating Cisco Unified IM and Presence
- Configuring Cisco Unified IM and Presence Features and Implementing Cisco Jabber

Day8.

- Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Configuring Cisco Unity Connection Users, Templates and Class of Service
- Configuring the Cisco Unity Connection System
- Implementing Cisco Unity Connection Dial Plan and Call Management

Day9.

- Cisco Unified CCX Product Packages
- Cisco Unified CCX Architecture
- Designing Cisco Unified CCX
- Cisco Unified CCX Installation
- Configuring Basic Properties of Cisco Unified CCX

Day10.

- Understanding Script Editor Basics
- Creating a Basic IVR Script
- Prompting and Collecting Information
- Accessing an External Database
- Making Decisions
- Confirming Caller Input
- Cisco Unified CCX ACD Operation