

ACUCC - Administering Cisco Unified Communications Collaboration

1. Tools for Managing UC Collaboration

- Prime Collaboration Deployment Manager Overview
- Bulk Admin Tool (BAT)
- Importing and Exporting Settings
- Importing and Exporting Users
- Importing and Exporting Phones
- Phone Migrations
- Unsupported IP Phone Models
- CUCM Upgrades
- Loading COP Files

2. Unified Communication Manager

- Cisco Smart Licensing
- Cisco Unified Communication Manager Overview
- Cisco UCM Configuration
- Redundancy
- Services
- Service Parameters
- Enterprises Parameters
- User Configuration
- LDAP Integration
- 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

3. Gateway

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

4. Cisco Unified Communications Mobile and Remote Access (MRA)

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

5. Integrating Cisco Unified IM and Presence

- 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

6. Integrating Cisco Unity Connection

- 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

7. Cisco Meeting Server (CMS)

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

- Scheduling Meeting with TMS

8. Cisco UCCX

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

9. Troubleshooting

- Using Troubleshooting Methodology
- Analyse 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