Cisco Collaboration Systems Release 12.x Administrator Workshop (CSR12ADMIN)

Duration- 5 day (40 hours)

Course content:

- Unit 1: Cisco Unified Communications Manager
- Unit 2: Cisco Unity Connection
- Unit 3: Cisco Unified IM and Presence

Lab Exercises

- Configure Cisco Unified Communications Manager
- Configure Cisco Unity Connection
- Configure Cisco Unified IM and Presence

Detailed Course Outline

Unit 1: Cisco Unified Communications Manager

- Introduction and Overview of the Cisco Collaboration application including licensing
- Planning and design of a Cisco Collaboration environment and adaptation to meet business requirements
- Registration of telephones using pools and templates to ensure a modular and efficient administration
- Administration of local end users and synchronization of users from an LDAP server, including LDAP authentication
- Description of gateways and their protocols H. 323, MGCP and SIP as well as establishing a connection to a SIP service provider)
- Description of dial plan components, including call routing logic and digit manipulation
- Description of call privileges and location-based bandwidth limitations for audio and video calls
- Description of media resources and media control for conferences, transcoding, MOH and other applications
- Implementation of Extension Mobility
- Implementation of call coverage such as call acceptance, hunt groups, intercom and others
- Implementation of Mobile Connect (single number reach)

Unit 2: Cisco Unity Connection

- Integration of Cisco Unity Connection with Cisco Unified Communications Manager
- Set up of Cisco Unity Connection system settings, authentication and other basic settings
- Set up of templates and Class of Service for modular administration
- Synchronization of users from anLDAP server to Cisco Unity Connection
- Configuration of call forwarding to Cisco Unity Connection including call routing
- Configuration of an Auto Attendant: Greeting of users and forwarding to call groups
- Configuration of Unified Messaging (single inbox)

Unit 3: Cisco Unified IM and Presence

- Integration of Cisco Unified IM and Presence into Cisco Unified Communications Manager
- Integration of Cisco Jabber with Cisco Unity Connection and activation of Enterprise Instant Messaging
- Set up an LDAP server as contact source for the resolution of number to name
- Provisioning of Cisco Jabber for desktop and softphone mode

Labs

Unit 1: Configuration of Cisco Unified Communications Manager

- Implementation of daily automated backups and remote monitoring
- Implementation of a dial plan and registration of phones
- Synchronization of LDAP users and LDAP filter configuration
- Configuration of calling and called number presentation
- Configuration of the call classification
- Configuration of call privileges
- Implementation of mobility functions
- Configuration of media resources
- Configuration of Extension Mobility
- Configuration of functions such as call pickup, group calls, intercom and others
- Configuration of Mobile Connect
- Configuration and automatization of business tasks, changing of parameters for device and user groups, importing of configuration files and other tasks

Unit 2: Configuration of Cisco Unity Connection

- Integration of Cisco Unity Connection with Cisco Unified Communications Manager
- Configuration of Cisco Unity Connection system settings
- Synchronization of LDAP users and LDAP filter configuration
- Monitoring of calls on Cisco Unity Connection, creation of management reports and administration of mailbox parameters
- Configuration of message notifications and automatization of backups
- Configuration of call processing and forwarding, adaptation of automatized telephone exchange settings
- Creation of an automatized announcement following, call routing including call queues
- Configuration of Integrated Messaging, Unified Messaging (single inbox) and Secure Messaging

Unit 3: Configuration of Cisco Unified IM and Presence

- Integration of Cisco Unified IM and Presence with Cisco Unified Communications Manager
- Provisioning of Jabber for desktop and softphone mode with LDAP authentication
- Configuration of voice mail and desktop sharing integration
- Set up LDAP directory search
- URI dialing with Cisco Jabber
- Creation of chat rooms using external databases