

Understanding Core Collaboration with Unity and CCX

Course Overview

This exclusive course offers a unique real-world environment focusing on the administration of a Cisco IP telephony, Voice Mail solution and Contact Center, including: Cisco Unified Communications Manager (CUCM): Unity Connection: CCX Client devices

Prerequisites

No formal prerequisites. Familiarity with relevant technologies and an understanding of router configuration is recommended but not required.

Who Should Attend

- Administrators, engineers, network architects, and integrators with overall responsibility for Cisco UC networks and needing a better understanding of multi-site administration.

Course Duration

- Instructor Led Training: 05 Days of in-class learning and lab experience

Module

Day 1

- Describing the Cisco Collaboration Solutions Architecture
- Lab: Configure IP Network Protocol
- Exploring Call Signaling over IP Networks
- Lab: Configure and Troubleshoot Collaboration Endpoints

Day 2

- Integrating Cisco Unified Communications Manager LDAP
- Lab: Configure and Troubleshoot LDAP Integration in Cisco Unified Communication Manager
- Implementing Cisco Unified Communications Manager Provisioning Features
- Lab: Deploy an IP Phone Through Manual and Auto Registration
- Explore Codecs
- Lab: Configure Regions and Locations

Day 3

- Describing Dial Plans and Endpoint Addressing
- Lab: Implement Endpoint Addressing and Call Routing
- Implementing MGCP Gateways
- Lab: Implement PSTN Calling Using MGCP Gateways
- Implementing Voice Gateways
- Lab: Configure and Troubleshoot ISDN PRI
- Examine Cisco IOS Gateway Inbound and Outbound Dial-Peer Functions
- Lab: Implement and Troubleshoot Digit Manipulation on a Cisco IOS Gateway

Day 4

- Configuring Calling Privileges in Cisco Unified Communications Manager
- Lab: Configure Calling Privileges
- Configure and Troubleshooting Cisco Unity Connection Integration
- Lab: Examine the Integration between Unity Connection and CUCM
- Lab: Manage Unity Connection Users
- Configure Cisco Unity Connection Call Handlers

Day 5

- Cisco Unified CCX Product Introduction
- Cisco Unified CCX Architecture
- Cisco Unified CCX Installation
- Configuring Basic properties of Cisco Unified CCX
- Understanding Script Editor Basics