

Course Outline

- Module 1: Cisco Unity Connection Integration
- Module 2: Cisco Unity Connection Call Handlers
- Module 3: Cisco Unity Connection Troubleshooting
- Module 4: SSO for Cisco Unified Communications Applications
- Module 5: Cisco IM and Presence and Cloud Messaging
- Module 6: Cisco IM and Presence and Jabber Customization
- Module 7: Cisco IM and Presence Compliance Message Archiving
- Module 8: Webex App Troubleshooting
- Module 9: Cisco Unified Attendant Console
- Module 10: Call Recording and Monitoring

Lab Outline

- Discovery 1: Integrate and Set Up Cisco Unity Connection
- Discovery 2: Configure Cisco Unity Connection Call Handlers
- Discovery 3: Implement Toll Fraud Prevention
- Discovery 4: Troubleshoot Cisco Unity Connection Call Handlers
- Discovery 5: Troubleshoot Cisco Unity Connection
- Discovery 6: Configure Cisco Unified Communications Manager IM and Presence High Availability
- Discovery 7: Implement Cisco Jabber
- Discovery 8: Configure Centralized Cisco Unified Communications Manager IM and Presence
- Discovery 9: Configure Cisco Unified Communications Manager IM and Presence Service Functionality
- Discovery 10: Enable Message Archiving and Chat Rooms
- Discovery 11: Troubleshoot the Cisco Unified Communications IM and Presence Database Connection
- Discovery 12: Integrate Cisco Unified Attendant Console Advanced
- Discovery 13: Implement Call Recording and Monitoring Using a SPAN-Based Solution
- Discovery 14: Implement Cisco Unified Communications Manager Call Recording and Monitoring