

# IMPLEMENTING CISCO COLLABORATION DEVICES (CICD)

# TECHLAN

## ACADEMY

**DATA:** da confermare

**CONTATTO:** [academy@techlan.it](mailto:academy@techlan.it)

**PREZZO:** Richiedi quotazione

### OBIETTIVI DEL CORSO:

Il corso si focalizza su come disegnare ed implementare le soluzioni *Cisco Unified Communications (UC)*. Verranno descritte le funzionalità relative alla telefonia IP, alla mobility e le varie tipologie di terminali. Si analizzeranno le attività di configurazione e troubleshooting.

Al termine del corso saprai come:

- Descrivere i componenti di una soluzione *Cisco Unified Communications* e identificare i flussi di segnalazione, di chiamata e i flussi multimediali.
- Descrivere le funzionalità dell'interfaccia di amministrazione *Cisco Unified Communications Manager*, *Cisco Unified Communications Manager Express*, *Cisco unity Connection* e *Cisco Unified Communications Manager IM e Presence Service*
- Implementare e gestire gli endpoint della soluzione *Cisco Unified Communications Manager* e *Cisco Unified Communications Manager Express*
- Configurare e gestire gli utenti in *Cisco Unity Connection* e *Cisco Unified Communications Manager*
- Implementare e gestire i servizi di messaggistica istantanea e presenza
- Eseguire un corretto troubleshooting della soluzione *Cisco Unified Communications*

### PREREQUISITI:

Si raccomanda, ma non è obbligatorio, che gli studenti abbiano le seguenti conoscenze e abilità:

- Conoscenza di base delle reti dati
- Concetti base della telefonia
- Conoscenza di base dei gateway Cisco IOS

### Propedeutico all'ESAME:

210-060 CICD

### A CHI E INDIRIZZATO:

Network Video Engineer

Voice / UC / Collaboration / Communications Engineer

Collaboration Tools Engineer

Collaboration Sales/Systems Engineer

### CONTENUTO DEL CORSO:

#### **MODULO 1: Cisco Unified Communications Solutions**

Understanding the Components of Cisco Unified Communications Solutions  
Understanding the Characteristics of Cisco Unified Communications Solutions

#### **MODULO 2: Administrator and End-User Interfaces**

Understanding Administrator Interfaces  
Understanding End-User Interfaces

#### **MODULO 3: Call Flows in Cisco Call Control Platforms**

Understanding Call Flows and Call Legs  
Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager  
Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express

#### **MODULO 4: Endpoint and End-User Administration**

Understanding End-User Characteristics and Configuration Requirements  
Understanding End-User Implementation Options  
Understanding Endpoint Characteristics and Configuration Requirements  
Understanding Endpoint Implementation Options

#### **MODULO 5: End User Telephony and Mobility Features**

Understanding Telephony Features  
Enabling Telephony Features  
Understanding Mobility Fe

#### **MODULO 6: Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service**

Understanding Cisco Unity Connection  
Understanding End User and Voice Mailbox Characteristics and Configuration Requirements  
Understanding End User and Voice Mailbox Implementation Options  
Understanding Cisco Unified Communications Manager IM and Presence Service  
Enabling Cisco Unified Communications Manager IM and Presence Service

#### **MODULO 7: Cisco Unified Communications Solutions Maintenance**

Providing End-User Support  
Understanding Cisco Unified Communications Manager Reports  
Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports  
Monitoring the System with Cisco Unified Real-Time Monitoring Tool  
Monitoring Voicemail in Cisco Unity Connection  
Understanding the Disaster Recovery System

### LABS:

Lab 1: Remote Lab Access  
Lab 2: Explore Administrator Interfaces  
Lab 3: Explore End-User Interfaces  
Lab 4: Enhanced - Explore Call Flows in Cisco Unified Communications Manager  
Lab 5: Enhanced - Explore Call Flows in Cisco Unified Communications Manager Express  
Lab 6: Implement End Users  
Lab 7: Enhanced - Implement Endpoints  
Lab 8: Enhanced - Enable Telephony Features  
Lab 9: Enhanced - Enable Mobility Features  
Lab 10: Enhanced - Implement End Users and Voice Mailboxes  
Lab 11: Enable Cisco Unified Communications Manager IM and Presence Service  
Lab 12: Provide End-User Support  
Lab 13: Generate Cisco Unified Communications Manager CAR Tool Reports  
Lab 14: Monitor the System with Cisco Unified RTMT  
Lab 15: Back Up Cisco Unified Communications Manager