



Cisco Training – HD Telepresence

CAPPS: Integrating Cisco Unified Communications Applications

\$3,995.00

- 5 Days

Upcoming Dates

Course Description

Integrating Cisco Unified Communications Applications (CAPPS) v1.0 prepares the learner for integrating Cisco Unity Connection, Cisco Unity Express, Cisco Unified IM and Presence, and video into a Collaboration deployment. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified IM and Presence and Cisco Jabber integration options with Cisco Unified Communications Manager

Course Outline

Module 1: Cisco Unity Connection

- Lesson 1: Designing and Deploying Cisco Unity Connection
- Lesson 2: Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Lesson 3: Configuring Cisco Unity Connection Users, Templates, and Class of Service
- Lesson 4: Configuring the Cisco Unity Connection System
- Lesson 5: Implementing Cisco Unity Connection Dial Plan and Call Management
- Lesson 6: Configuring Unified Messaging
- Lesson 7: Troubleshooting Cisco Unity Connection
- Lesson 8: Deploying Voice Mail Redundancy in Branch Offices

Module 2: Cisco Unity Express

- Lesson 1: Designing and Deploying Cisco Unity Express
- Lesson 2: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
- Lesson 3: Configuring Cisco Unity Express User Accounts and Features
- Lesson 4: Configuring Call Routing with Cisco Unity Express Auto-Attendant
- Lesson 5: Troubleshooting Cisco Unity Express

Module 3: Cisco Unified IM and Presence Implementation

- Lesson 1: Designing and Deploying Cisco Unified IM and Presence
- Lesson 2: Describing Cisco Unified Communications IM and Presence Components and Communication Flows
- Lesson 3: Integrating Cisco Unified Communications IM and Presence
- Lesson 4: Configuring Cisco Unified Communications IM and Presence Features and Implementing Cisco Jabber
- Lesson 5: Configuring Cisco Jabber Mobile and Integrating Directory Servers
- Lesson 6: Verifying and Troubleshooting Tools for Cisco Unified IM and Presence Components

Module 4: Video Provisioning and Integration in a Unified Communications Deployment

- Lesson 1: Deploying Cisco Collaboration Systems Applications with Cisco Prime Collaboration
- Lesson 2: Describing Video Infrastructure
- Lesson 3: Describing Cisco TMS

Labs:

- Hardware Lab 1: Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Hardware Lab 2: Configuring Cisco Unity Connection Users
- Hardware Lab 3: Configuring Cisco Unity Connection System Settings
- Hardware Lab 4: Implementing Cisco Unity Connection Call Management
- Hardware Lab 5: Configuring Cisco Unified Messaging
- Hardware Lab 6: Troubleshooting Cisco Unity Connection
- Hardware Lab 7: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
- Hardware Lab 8: Configuring Cisco Unity Express System Settings and Users
- Hardware Lab 9: Implementing Call Routing with Cisco Unity Express Auto-Attendant
- Hardware Lab 10: Troubleshooting Cisco Unity Express
- Hardware Lab 11: Integrate Cisco Unified Communications IM and Presence with Cisco Unified Communications Manager
- Hardware Lab 12: Configure Cisco Unified Communications IM and Presence Features and Implement Cisco Jabber
- Hardware Lab 13: Configure Cisco Jabber Mobile and Integrate Directory Servers
- Hardware Lab 14: Troubleshoot Cisco Unified Communications IM and Presence
- Hardware Lab 15: Provisioning with Cisco Prime Collaboration
- Hardware Lab 16: Deploying Cisco TMS and Video Applications

Audience

The primary target audiences for the course are:

- Network administrators and network engineers
- CCNP Collaboration candidates

Secondary audiences are:

- Systems engineers

Prerequisites

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, switching and routing
- Ability to configure and operate Cisco routers and switches and to enable VLANs and DHCP
- Basics of digital interfaces, PSTN, and VoIP
- Fundamental knowledge of converged voice and data networks and Cisco Unified Communications Manager deployments

What You Will Learn

Upon completing this course, you will be able to meet these objectives:

- Implement Cisco Connection in a Cisco Unified Communications Manager deployment
- Describe how to implement Cisco Unity Express in a Cisco Unified Communications Manager Express deployment
- Implement Cisco Unified IM and Presence and Cisco Jabber Desktop and Mobile using BYOD
- Integrate Cisco VCS and Cisco TMS into a Cisco collaboration deployment