

## **Who Should Attend:**

Channel Partner / Reseller Customer Employee

### **Lesson 1: Overview of Cisco Unified Communications Solutions**

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

### **Lesson 2: Overview of Administrator and End-User Interfaces**

- Understanding Administrator Interfaces
- Understanding End-User Interfaces
- Lab 2-1: Exploring Administrator Interfaces
- Lab 2-2: Exploring End-User Interfaces

### **Lesson 3: Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express**

- Understanding Call Flows and Call Legs
- Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager
- Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express
- Lab 3-1: Exploring Call Flows in Cisco Unified Communications Manager
- Lab 3-2: Exploring Call Flows in Cisco Unified Communications Manager Express

### **Lesson 4: Endpoint and End User Administration**

- Understanding Endpoint Characteristics and Configuration Requirements
- Understanding Endpoint Implementation Options
- Understanding End-User Characteristics and Configuration Requirements
- Understanding End-User Implementation Options
- Lab 4-1: Implementing Endpoints
- Lab 4-2: Implementing End Users

### **Lesson 5: Enablement of End User Telephony and Mobility Features**

- Understanding Telephony Features
- Enabling Telephony Features

- Understanding Mobility Features
- Enabling Mobility Features
- Lab 5-1: Enabling Telephony Features
- Lab 5-2: Enabling Mobility Features

### **Lesson 6: Enablement of Cisco Unity Connection and Cisco Unified Presence**

- 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 Presence
- Enabling Cisco Unified Presence
- Lab 6-1: Implementing End Users and Voice Mailboxes
- Lab 6-2: Enabling Cisco Unified Presence

### **Lesson 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 Voice Mail in Cisco Unity Connection
- Understanding the Disaster Recovery System
- Lab 7-1: Providing End-User Support (optional, if course timing permits)
- Lab 7-2: Generating Cisco Unified Communications Manager Reports
- Lab 7-3: Generating Cisco Unified Communications Manager CAR Tool Reports
- Lab 7-4: Monitoring the System with Cisco Unified RTMT
- Lab 7-5: Monitoring Usage of Cisco Unity Connection
- Lab 7-6: Backing Up Cisco Unified Communications Manager Using the Disaster Recovery System (optional)