

CICD – Implementing Cisco Collaboration Devices

Duration: **On-Demand**

Overview:

In this course, you will be given an introduction to maintaining and operating a Cisco Unified Communications solution and its components, including:

- Cisco Unified Communications Manager
- Cisco Unified Communication Manager Express
- Cisco Unity Connection
- Cisco Unified Communications Manager IM and Presence Service
- This course prepares you for Cisco exam 210-060 CICD

Audience:

- Network Video Engineer
- Voice/UC/Collaboration/Communications Engineer
- Collaboration Tools Engineer
- Collaboration Sales/Systems Engineer

Pre-requisites:

To fully benefit from this course, you should first complete the following course or obtain the equivalent level of knowledge:

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

Module 1: Cisco Unified Communications Solutions

Lessons:

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

Module 2: Administrator and End-User Interfaces

Lessons:

- Understanding Administrator Interfaces
- Understanding End-User Interfaces

Module 3: Call Flows in Cisco Call Control Platforms

Lessons:

- 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

Module 4: Endpoint and End-User Administration

Lessons:

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

Module 5: End User Telephony and Mobility Features

Lessons:

- Understanding Telephony Features
- Enabling Telephony Features
- Understanding Mobility Features
- Enabling Mobility Features

Course Completion:

After completing this course, students will be able to:

- Components of a Cisco Unified Communications solution and identify call signalling and media stream flows
- Provide an overview of administrator and end-user interface options in Cisco, Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Communications Manager IM and Presence Service
- Call flows in Cisco Unified Communications Manager and Cisco Unified Manager and Cisco Unified Communications Manager Express
- Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Telephony features supported in Cisco Unified Communications manager and Cisco Unified Communications Manager Express
- Administer users in Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service, and enable the most commonly used features for both applications
- How to maintain a Cisco Unified Communications solution
- Enable, configure, and manage the most common applications for users across Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Communications Manager Instant Messenger and Presence

Module 6: Cisco Unity and Cisco Unified Communications Manager IM and Presence Services

Lessons:

- 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

Module 7: Cisco Unified Communications Solutions Maintenance

Lessons:

- 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