

CAPPS- Implementing Cisco Collaboration Applications

Duration: **On-Demand**

Overview:

This is a Professional-level self-study technical course in the curriculum for the CCNP Collaboration certification. It 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.

Audience:

- Network Administrators
- Network Engineers
- CCNP Collaboration Candidates Systems engineers

Course Completion:

- Cisco Unity Connection
- Cisco Unity Express
- Cisco Unified IM and Presence Implementation
- Video Provisioning and Integration in a Unified Communications Deployment

Module 1:

Lessons:

- Course Introduction
- Designing and Deploying Cisco Unity Connection
- Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Configuring Cisco Unity Connection Users, Templates, and Class of Service
- Configuring Cisco Unity Connection Users
- Configuring Cisco Unity Connection Users (continued)
- Configuring the Cisco Unity Connection System

Module 2:

Lessons:

- Configuring Cisco Unity Connection System Settings
- Configuring Cisco Unity Connection System Settings (continued)
- Implementing Cisco Unity Connection Dial Plan and Call Management
- Implementing Cisco Unity Connection Call Management
- Implementing Cisco Unity Connection Call Management (continued)
- Configuring Unified Messaging
- Configuring Cisco Unified Messaging
- Troubleshooting Cisco Unity Connection
- Deploying Voice Mail Redundancy in Branch Offices

Module 3:

Lessons:

- Designing and Deploying Cisco Unity Express
- Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
- Integrating Cisco unity Express with Cisco Unified Communications Manager Express
- Configuring Cisco Unity Express User Accounts and Features
- Configuring Call Routing with Cisco Unity Express Auto- Attendant
- Troubleshooting Cisco Unity Express
- Designing and Deploying Cisco Unified IM and Presence
- Describing Cisco Unified Communications IM and Presence Components and Communication Flows

Module 4:

Lessons:

- Integrating Cisco Unified Communications IM and Presence
- Configuring Cisco Unified Communications IM and Presence Features and Implementing Cisco Jabber
- Configuring Cisco Jabber Mobile and Integrating Directory Servers
- Verifying and Troubleshooting tools for Cisco Unified IM and Presence Components

Module 5:

Lessons:

- Deploying Cisco Collaboration Systems Applications with Cisco Prime Collaboration
- Describing Video Infrastructure
- Describing Cisco TMS