

Cisco Unified Communications Manager Administration (CUCMA11)

Duration: 4 days

Course Overview

This 4 day instructor led training course provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System, Unity Connection Voicemail and the IM and Presence Server for Cisco Jabber. This course teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level course that begins with the basic concepts of IP telephony and very quickly moves you forward into an understanding of system concepts: clustering, creation of phones and users, route plans, digit manipulation, media resources, and phone features, which are all important when supporting IP telephony in the enterprise network.

The course focuses on Cisco Unified Communications Manager version 11.x. The course is geared to individuals that will be using and managing the system and performing administration for Level 1 and Level 2 support.

However as the focus is on administration then this course is still also suitable for delegates with experience in versions, 8, 9, and 10.

This course includes many lab exercises, which aim to reinforce and apply the content covered following the lesson.

Please note this course does not cover issues of initial deployment, new cluster deployment or international deployments, or issues with the underlying network that involve routers, switches, or Cisco IOS software configuration. Delegates working towards certification should attend the courses recommended for CCNA Collaboration and CCNP Collaboration.

Who should attend?

The primary audiences for this course are:

1. Phone network administrators
2. Data system administrators
3. Entry-level network engineers

The secondary audience includes:

1. Learners looking to gain a technical overview of Cisco Unified Communications Manager

Prerequisites

The knowledge and skills that a learner must have before attending this course are:

1. Basic knowledge of IP and networking or voice networks is suggested, but not required
2. Basic knowledge of the Windows desktop environment

Course Objectives

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

1. Describe the role of Cisco Unified Communications Manager and its associated Applications in the Collaboration Workspace
2. Provide an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Communications Manager IM and Presence Service.
3. Describe user configuration and the User Self-Care Portal
4. Explain the Route plan and Calling Privileges
5. Implement Endpoints by, Manual add, Auto-registration, Self-Provisioning IVR and the use of the BAT Tool
6. Describe the various Media Resources, including MOH, Traditional Meet-me, Ad-hoc Conferencing and Conference Now
7. Administer users in Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service, and enable the most commonly used and New features for both applications
8. Describe how to maintain a Cisco Unified Communications solution