

Cisco Unified and Cisco Call Manager Advanced

London (UK)

24 November - 5 December 2025

UK Training

PARTNER



Cisco Unified and Cisco Call Manager Advanced

Code: GC28 From: 24 November - 5 December 2025 City: London (UK) Fees: 8600 Pound

Introduction

This comprehensive advanced training course is designed to provide participants with an in-depth understanding and practical experience in managing and configuring advanced features of Cisco Unified Communications Manager formerly known as Cisco Unified Call Manager and Cisco Call Manager. This course is ideal for IT professionals, network administrators, and engineers looking to enhance their skills and knowledge in these Cisco communication solutions. If you are looking to earn Cisco Unified Communications certification or Cisco Call Manager certification, this course is the perfect step to help you achieve your goals. Join us to develop your skills in unified communications management and explore all its advanced aspects.

Course Objectives

- Understand the architecture and components of Cisco Unified Communications Manager and Cisco Call Manager: Learn about the core components of the system and their roles in improving organizational communication management.
- Configure and manage advanced call routing features: Gain expertise in configuring call routing, including digit manipulation, route patterns, and route filters.
- Implement advanced features like call admission control, call queuing, and call park/retrieve: Learn how to enhance call management with features like call queuing and admission control.
- Configure and troubleshoot Cisco IP phones, softphones, and communication devices: Master configuration and troubleshooting for various Cisco devices.
- Understand and implement device mobility and extension mobility: Learn how to configure device mobility to enable seamless communication across locations.
- Integrate and configure advanced collaboration features like unified messaging and video integration: Explore how to enable seamless collaboration across multiple communication channels.
- Implement security measures, including secure signaling and media encryption: Understand and configure security protocols for secure communications.
- Identify and troubleshoot issues related to Cisco Unified Communications Manager and Cisco Call Manager: Develop the skills to troubleshoot common and complex issues in Cisco systems.

Course Outlines

Day 1: Cisco Unified Communications Manager Architecture and Components

- Introduction to Cisco Unified Communications Manager architecture.
- Overview of key components and their roles within the system.
- Understanding the signaling and call processing flow.

Day 2: Cisco Unified Communications Manager Advanced Call Routing



- Configuring advanced call routing techniques.
- Implementing digit manipulation, route patterns, and route filters.
- Exploring advanced call routing scenarios.

Day 3: Cisco Unified Communications Manager Advanced Call Features

- Configuring call admission control and call queuing for bandwidth management.
- Implementing shared lines, call hunting, and barge features.
- Exploring advanced call features for efficient call management.

Day 4: Cisco Unified Communications Manager Device Configuration and Mobility

- Configuring and troubleshooting Cisco IP phones and softphones.
- Implementing device mobility and extension mobility.
- Advanced device configuration scenarios for optimized performance.

Day 5: Cisco Unified Communications Manager Collaboration Features

- Integrating and configuring unified messaging with Cisco Unity Connection.
- Setting up video conferencing and collaboration features.
- Implementing Cisco Emergency Responder for emergency calls.

Day 6: Cisco Call Manager Architecture and Components

- Introduction to Cisco Call Manager architecture and its components.
- Understanding the call processing and signaling flow in Cisco Call Manager.

Day 7: Cisco Call Manager Advanced Call Routing

- Configuring advanced call routing in Cisco Call Manager.
- Implementing call coverage, call hunting, and digit manipulation features.
- Advanced routing techniques for dynamic call management.

Day 8: Cisco Call Manager Advanced Call Features

- Configuring advanced features like call park, call pickup, and intercom.
- Exploring features like paging, call queuing, and call hunting schemes.

Day 9: Cisco Call Manager Security and Troubleshooting

- Configuring security protocols like TLS for signaling and SRTP for media encryption.
- Troubleshooting common issues in Cisco Unified Communications Manager and Cisco Call Manager.

Day 10: Hands-on Labs and Comprehensive Review

- Participating in hands-on labs to reinforce key concepts.
- Reviewing the material and addressing any remaining questions.
- Final review to ensure all objectives are covered.

Why Attend this Course: Wins & Losses!

- Master Cisco Unified Call Manager and Cisco Unified Communications Manager configuration for advanced call routing and device management.
- Learn how to troubleshoot and manage Cisco Unified Communications systems effectively.
- Obtain Cisco Call Manager certification and Cisco Unified Communications certification to elevate your career.
- Understand how to secure and optimize your communication systems with Cisco technologies.

Conclusion

This course provides specialized training in Cisco Unified Communications Manager and Cisco Call Manager, equipping participants with the skills needed to configure, secure, and optimize these advanced communication solutions. With practical training and a deep understanding of these systems, participants will be well-equipped to handle complex configurations and troubleshooting in Cisco Unified Communications environments.

Whether you are aiming for Cisco Call Manager certification or improving your expertise in unified communications management, this course offers the perfect opportunity to meet your professional goals. Join us today to take your skills to the next level and explore the comprehensive aspects of Cisco's communication solutions.



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut



Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

