Cisco Unified and Cisco Call Manager Advanced

Online

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Cisco Unified and Cisco Call Manager Advanced

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.

Course Objectives

- Gain a thorough understanding of the architecture and components of Cisco Unified Communications Manager and Cisco Call Manager.
- Configure and manage advanced call routing features, including digit manipulation, route patterns, and route filters.
- Implement advanced features such as call admission control, call queuing, and call park/retrieve.
- Configure and troubleshoot Cisco IP phones, softphones, and communication devices.
- Understand and implement device mobility and extension mobility.
- Configure and integrate advanced collaboration features like unified messaging and video integration.
- Implement security measures, including secure signaling and media encryption.
- Identify and troubleshoot issues related to Cisco Unified Communications Manager and Cisco Call Manager.

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.
- Understanding the call processing and signaling flow.

Day 2: Cisco Unified Communications Manager Advanced Call Routing

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

Day 3: Cisco Unified Communications Manager Advanced Call Features

- Configuring call admission control for bandwidth management.

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- Implementing call queuing and call hunting features.
- Configuring advanced call features like shared lines and barge.

Day 4: Cisco Unified Communications Manager Device Configuration and Mobility

- Configuring and troubleshooting Cisco IP phones and softphones.
- Implementing device mobility and extension mobility.
- Exploring advanced device configuration scenarios.

Day 5: Cisco Unified Communications Manager Collaboration Features

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

Day 6: Cisco Call Manager Architecture and Components

- Introduction to Cisco Call Manager architecture.
- Overview of key components and their roles.
- 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 and call hunting features.
- Utilizing digit manipulation and transformation techniques.

Day 8: Cisco Call Manager Advanced Call Features

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

Day 9: Cisco Call Manager Security and Troubleshooting

- Configuring security features in Cisco Call Manager.
- Implementing secure signaling TLS and media encryption SRTP.
- Troubleshooting common issues in Cisco Unified Communications Manager and Cisco Call Manager.

Day 10: Hands-on Labs and Comprehensive Review

- Engaging in hands-on lab exercises to reinforce concepts and skills.
- Reviewing key topics and addressing any remaining questions.
- Finalizing the course with a comprehensive review of the covered material.

Conclusion

This course provides specialized training in Cisco Unified Communications Manager and Cisco Call Manager, empowering participants to effectively manage these solutions. With in-depth knowledge and hands-on training,

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participants will gain a solid understanding of what is Cisco Unified Computing and achieve security and efficiency in communication environments.

For those looking to enhance their skills and obtain Cisco Unified Communications certification or Cisco Call Manager certification, this course is the perfect step toward achieving those goals. Join us now to develop your capabilities in unified communications management and explore all its advanced aspects.

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