BLACKBIRD FOR TRAINING

Cisco Unified and Cisco Call Manager Advanced

16 – 27 November 2026
Düsseldorf (Germany)



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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.

