

|                       |        |  |  |
|-----------------------|--------|--|--|
| <b>CISCO TRAINING</b> |        |  |  |
| Classroom Training    | 5 Days |  |  |

## INTRODUCTION

Administering Cisco Unified Communications Manager Business Edition (ACMBE) v7.0 is a 5-Day course that provides system administrators and networking professionals with an understanding of the Cisco Unified Communication Manager and Cisco Unified Connection systems in small and medium sized companies with up to 500 employees.

ACMBE teaches the concepts of Unified Communications (call processing and voice messaging) using the Cisco Unified Communication Manager, including its function, features, and configuration. This course begins with the basic concepts of Unified Communications and very quickly moves the learner forward into an understanding of the Cisco Unified Communication Manager concepts: route plans, digit manipulation, call admission control, survivability, media resource, and Cisco Unified Communication Manager features.

In addition to Cisco Unified Communication Manager, this course gives you the knowledge to understand the integration of Cisco Unity Connection with Cisco Unified Communications Manager 7.0, the concept of Cisco Unity Connection, and to administer Cisco Unity Connection users and features.

## OBJECTIVES

**After finishing this course, students will be able to:**

- Discuss Cisco Unified Communication Manager Business Edition concept and technology
- Configure the Cisco Unified Communications Manager server, users, and phones
- Perform a backup and restore of Cisco Unified Communications Manager Business Edition
- Develop a route plan and implement the dial plan
- Configure class of service, call admission control (CAC) and Cisco Unified SRST
- Configure the various media resources
- Implement basic features and services of Cisco Unified Communications Manager
- Describe and use the available phone and directory number options, user web pages, and Bulk Administration Tool
- Integrate, Troubleshoot, and Monitor Cisco Unity Connection
- Configure Cisco Unity Connection Global System Operating Parameters
- Configure Cisco Unity Connection Users and Groups

## IMPORTANCE

The course is recommended for Network and System Administrators who are responsible for administering the Cisco Unified Communications Manager Business Edition.

## TARGET AUDIENCE

- Network Administrators
- Network Engineers
- System Administrators

## PREREQUISITES KNOWLEDGE

**It is required that the participant has a good understanding of the following items:**

- Basic knowledge of IP and networking is suggested, but not required

## COURSE OUTLINE

### Course Introduction

Configure the Cisco Unified Communications Manager Basics

- Describe the Cisco Unified Communications Manager Business Edition
- Configure the Cisco Unified Communications Manager Server
- Implement Multilevel Administration
- Backup and Restore Cisco Unified Communications Manager Business Edition

Register the Phones

- Configure Cisco Unified Communications Manager System Parameters
- Explore and register Phone Registration and Phone Communications

Configure a Basic Route Plan

- Configure the Gateways
- Create a Route Plan
- Understand and implement Digit Manipulation

Explore Class of Service, CAC and SRST

- Configure advanced Class of Service features
- Understand and implement CAC
- Explore SRST

Understand Media Resources

- Explain and configure Media Resources
- Implement Media Resource Management

Describe Cisco Unified Communications Manager Features

- Implement basic Cisco Unified Communications Management features
- Explore the Hunt Groups
- Describe and configure Phone Services

Explore Moves, Adds, Changes, and Administration

- Understand Phone Moves, Adds, and Changes
- Describe User Configuration
- Utilize the Cisco Unified Communications Manager BAT

Getting started with Cisco Unity Connection

- Cisco Unity Connection Introduction
- Integration with Cisco Unified Communications Manager
- Administrator Workstations Set up

Integrate, Troubleshoot, and Monitor Cisco Unity Connection

- Implementing the Dial Plan and Call Routing
- Managing System Settings
- Integrating the Phone System
- Integrating Cisco Unity Connection with CUCM and Microsoft AD
- Monitoring and Troubleshooting using Cisco Unity Connection Serviceability

Configure Cisco Unity Connection Global System Operating Parameters

- User Workstations Setup
- Manage the Dial Plan Implementation and Templates
- Manage Classes of Service, Message Storage and Networking

Configure Cisco Unity Connection Users and Groups

- Manage Individual Users
- Manage Distribution Lists