

avodaq Advanced Training	Enterprise Voice		
Classroom Training	4 Days		

INTRODUCTION

Integrating Unified Communications Applications (IUCA) provides students with information and practice lab activities to enable them to develop and deploy a Cisco Unified Communications Manager based Cisco Unified Communications solution integrating the various Cisco Unified Communications components hardware, software, and service products.

The course will expand the knowledge of the learners to get a better understanding of all applications working together and the overall architecture when integrating so many different Cisco Unified Communications products. This course is also the next step for professionals to prepare for the expert level.

OBJECTIVES

After finishing this course, students will be able to:

- Integrate Cisco Unity 7.0, and Cisco Unity Connection 7.0 hardware and software with an existing Cisco Unified Communications Manager 7.0 deployment
- Integrate Cisco Unified Contact Center Express 7.0 and Cisco Unified MeetingPlace Express 2.1 hardware and software with an existing Cisco Unified Communications Manager 7.0 deployment
- Integrate Cisco Unified Presence 7.0 and the Cisco Unified Personal Communicator 7.0

IMPORTANCE

The course is recommended for system and network engineers who are responsible for the integration of Cisco Unified Communications Applications. Network designers get an overview how all the solutions build the Cisco Unified Communications architecture.

TARGET AUDIENCE

The course is addressing Designers, Network Engineers and Administrators, and System Engineers.

PREREQUISITES KNOWLEDGE

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

- CCVP certification or equivalent knowledge

COURSE OUTLINE

Cisco Voicemail Systems

- Integrate Cisco Unity Connection
- Configure Cisco Unity Connection
- Lab: Integrate and configure Cisco Unity Connection
- Integrate Cisco Unity
- Configure Cisco Unity
- Lab: Integrate and configure Cisco Unity
- Setup networking between Cisco Voice Messaging Systems
- Lab: Configure networking between Cisco Voice Messaging Systems

Cisco Call Center Systems

- Integrate Cisco Unified Contact Center Express
- Configure Cisco Unified Contact Center Express
- Lab: Integrate and configure Cisco Unified Contact Center Express
- Implement a basic script
- Lab: Write a basic script and implement it

Cisco Conferencing Systems

- Integrate Cisco Unified MeetingPlace Express
- Configure Cisco Unified MeetingPlace Express
- Lab: Integrate and configure Cisco Unified MeetingPlace Express

Cisco Presence Systems

- Integrate Cisco Unified Presence
- Configure Cisco Unified Presence
- Lab: Integrate and configure Cisco Unified Presence
- Setup Cisco Unified Personal Communicator and integrate with Cisco Unity Connection and Cisco Unified MeetingPlace Express
- Lab: Setup the Cisco Unified Personal Communicator
- Cisco UC Integration for Microsoft Office Communicator
- Lab: Connect the Microsoft Office Communicator via CUCiMOC