

	avodaq Advanced TRAINING	Enterprise Voice		
	Classroom Training	2 Day		

INTRODUCTION

Cisco Unified Communications Integration™ for Microsoft Office Communicator (CUCiMOC) v1.0 is a 2-day course that prepares you for directly integrating Microsoft Office Communicator with Cisco Unified Communications Manager. The course explores and compares both Microsoft and Cisco Unified Communications solutions in terms of components, architecture, and advantages, followed by the explanation of the earlier integration option between the two solutions via Cisco Unified Presence Server (CUPS). Finally, the course will focus on the new approach of connecting the Microsoft Office Communicator directly with a Cisco Unified Communications solution via CUCiMOC application.

OBJECTIVES

After finishing this course, students will be able to:

- Explain and compare both Microsoft and Cisco UC solutions in terms of architecture, components, and strength.
- Explain various Cisco UC and Microsoft UC Integration options
- Explain CUCiMOC and CUCiMOC features, its architecture, and requirements
- Configure both Microsoft UC and Cisco UC solutions for integration
- Install and configure CUCiMOC and test its features

IMPORTANCE

The course is recommended for both Presales Engineers and System Engineers who are responsible for the design and deployment of Cisco Unified Communications solutions in a Microsoft environment.

TARGET AUDIENCE

- Presales Engineers
- System Engineers
- Network Designers

PREREQUISITES KNOWLEDGE

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

- Understanding of Cisco Unified Communications Manager deployments
- Basic understanding of Microsoft Active Directory

COURSE OUTLINE

Overview

- Exploring native Cisco UC Presence Solutions
 - Native CUCM Presence (BLF Speed dial and Call List Presence)
 - CUCM, CUPS, and CUPC
- Exploring Cisco UC Solutions with Microsoft Integration Options
 - Dual-forking approach (CUCM, CUPS, OCS, MOC)
 - Direct approach (CUCM, OCS, CUCiMOC)
- Evaluating Cisco UC and Microsoft Integration Options
- Describing CUCiMOC and CUCiMOC Features
- Understanding CUCiMOC Design and Solution Architecture
- Understanding Server and Desktop Requirements
- Deployment Strategies:
 - Using Batch Files
 - Using Microsoft Group Policies
 - Using Third-party Software
- Planning to Install CUCiMOC

Deployment of CUCiMOC

- Configuring Active Directory Server and OCS Server for CUCiMOC
- Configuring CUCM Server for CUCiMOC
- Configuring Clients for CUCiMOC
- Installing CUCiMOC
 - Using Batch Files
 - Using Group Policies
- CUCiMOC Dial Plan
 - E.164 format
 - Non-E.164 format:
 - Using Dial Rules
 - Using OCS Normalization Rules

Exploring CUCiMOC Features

- Outgoing and Incoming calls
- Phone Presence Information for MOC Contacts
- View Recent Phone Activities
- Call Control Features (Hold, Transfer, Park, Merge, Send IM from a call, etc)
- Call Display Features
- Status and Error Reporting
- Conversation History and Integration with Microsoft Outlook
- CUCiMOC Desktop Integration (Click-to-call from MS Office Suite, Dial from Clipboard)
- Using CUCiMOC with Cisco Unified Mobility (Transfer and Hand-off feature)