



# Cisco Collaboration Training **2012**

- TelePresence
- TANDBERG
- Unified Communications
- Contact Center

# Collaboration Architecture: Build a New Experience

Business today increasingly requires ongoing interaction between your organization and your customers, partners, and suppliers. The people you work with may be located anywhere in the world, and you may rarely meet in person. Harness the power of participation by implementing a collaboration architecture that delivers experiences that will keep your users coming back for more.

## Think Comprehensively, Build Incrementally

The elements of the Cisco Collaboration Architecture establish a collaboration core that powers compelling experiences both within and among organizations.

Working together in a modular fashion, these capabilities allow you to develop an investment plan that helps ensure interoperability with your existing assets.

By implementing a collaboration architecture, you can also gain capabilities that provide:

- Highly secure and reliable access from any location
- A consistent user experience on any device
- Delivery of any content type - video, voice and data for immersive interaction



## Collaboration Architecture: Differentiate Business Value

This open, integrated foundation works with new and existing technologies, and positions you to realize new business opportunities.

By aligning this architecture with your strategic goals, the technologies deployed within this framework allow you to:

- *Transform business processes*
- *Boost organizational efficiency*
- *Accelerate your time to market*

The Cisco collaboration architecture offers you significant competitive advantages. It breaks down the barriers to collaboration that traditionally exist between different content formats, tools, devices, companies, and people working towards a common goal.

As a result, it provides the architectural flexibility and organizational agility you require to quickly respond to the changing needs of your business.

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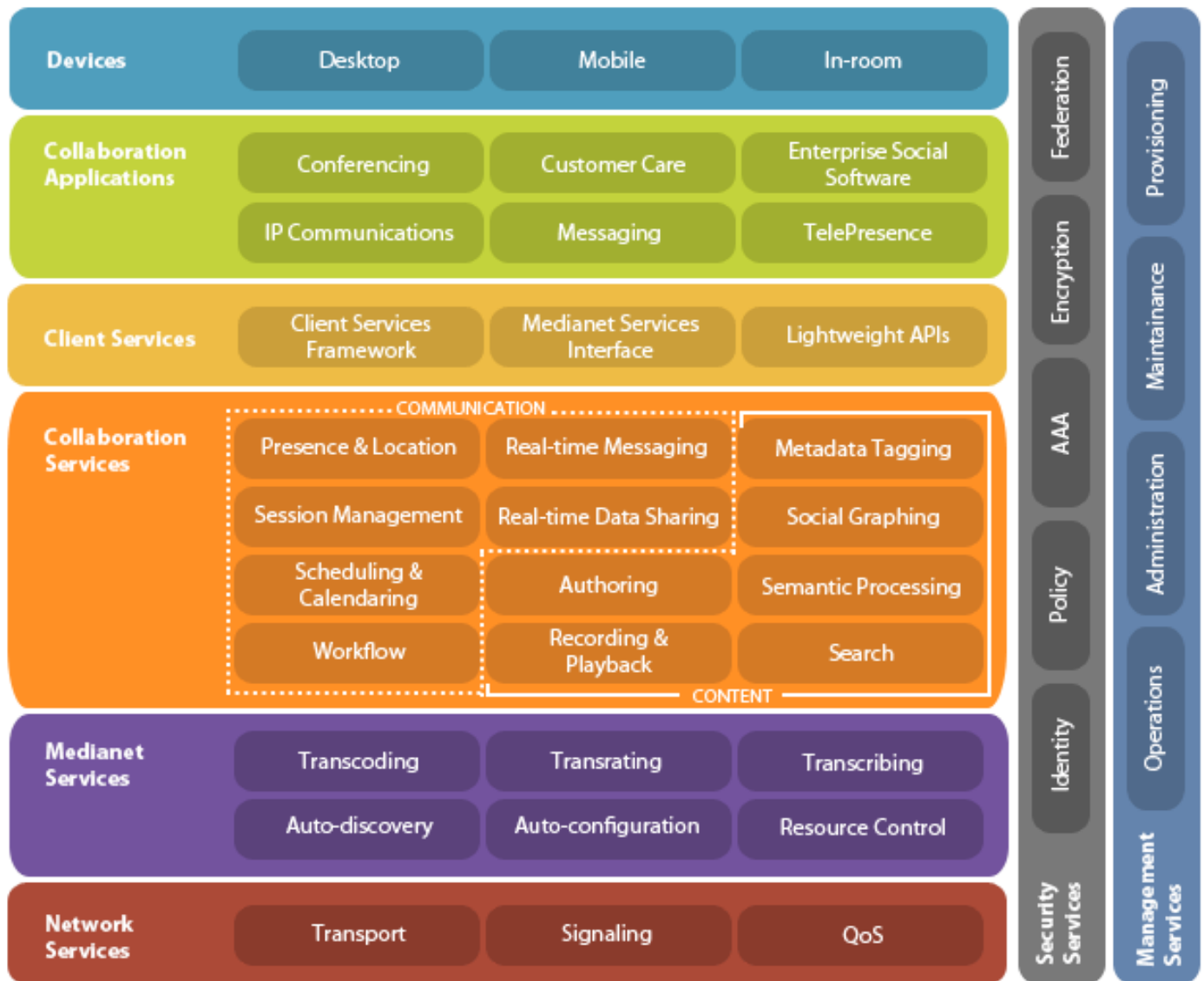
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### The Value of New Business Collaboration Tools

New business collaboration tools help people work together to solve problems, make decisions, reduce and avoid costs, accelerate time to market, and transform entire industries faster, no matter how far apart the participants happen to be.



# Cisco Collaboration Architecture:



Following Cisco’s acquisition of TANDBERG, Fast Lane began offering the TelePresence Video ATP training across the US and Canada.

The complete range of Cisco Collaboration courses offered by Fast Lane are listed on the remaining pages.

# Cisco TelePresence Training

## Implementing Express TelePresence Video Solutions (PAIETVS)

ID CI-PAIETVS Price \$1,595 or 16 CLC's Duration 2 Days

### PREREQUISITES

- Completed and passed the PATVSEE exam
- Completed the ELT component of the PAIETVS course

### COURSE CONTENT

- Endpoints: Cable up the C40 Codec; Configure the C40 Codec; Register the C40 Codec for SIP; Test SIP calls; Register the C40 Codec for H.323 & Interworking; Test H.323 & Interworking calls

- Call Control: Configuration of IP settings; SIP domain and SIP configuration settings; Configuration of H.323 and Interworking settings; C40 Inbuilt multipoint and presentation capabilities; Configuration backup
- MCU: MCU Setup; MCU Operation; MCU Backup
- Management: Booking; Monitoring; Managing Systems; Phone Books

## Implementing Advanced TelePresence Video Solutions Part 1 (PAIATVS1)

ID CI-PAIATVS1 Price \$3,995 or 40 CLC's Duration 5 Days

### PREREQUISITES

- Completed and passed the PATVSEE and PATVSEA exams

### COURSE CONTENT

- Endpoints: C Series Operation; Documentation; Installation; Configuration; Maintenance; Troubleshooting
- Call Control: Registration Protocols and VCS Installation; VCS Basic Configuration; Backup, Restore and Upgrade; Troubleshooting
- MCU Setup; Configuration; Operations; Customisation; Global Conference Settings; Upgrades and Backups; Troubleshooting

- Management: Operation; Installation; SQL; Zones; Permissions; Troubleshooting



## Implementing Advanced TelePresence Video Solutions Part 2 (PAIATVS2)

ID CI-PAIATVS2 Price \$3,995 or 40 CLC's Duration 5 Days

### PREREQUISITES

- Completed and passed the PATVSEE and PATVSEA exams
- Implementing Advanced TelePresence Video Solutions Part 1 (PAIATVS1)

### COURSE CONTENT

- Cisco TelePresence Server and the TelePresence Interoperability Protocol: Cisco TelePresence MSE8000; Cisco TelePresence Server; TIP and Cisco Interoperation Support
- TelePresence Content Server: Recording Features and Functions; Configuration and Operation; Extending TCS Functionality

- Call Control: Registration; Security; Subzones; Zones; Backups and Upgrades; Traversal Zones; Call Policy; FindMe; Searches; TAC Files; Certificates; Presence; LDAP Authentication; Calls to Unregistered Endpoints; Regular Expressions; ENUM and DNS Dialing; Conference Factory; Redundancy
- Provisioning: Documentation; System Components; Configuration; Provisioning User Accounts; Troubleshooting

## Installing TelePresence Video Immersive Solutions (PAIATVIS)

ID CI-PAIATVIS Price \$2,000 or 20 CLC's Duration 2 Days

### PREREQUISITES

- Completed and passed the PATVSEE and PATVSEA exams
- Completed PAIATVS1 and PAIATVS2 courses

### COURSE CONTENT

- Introduction to Cisco TelePresence immersive products
- Cisco TelePresence T3 installation overview and TelePresence video

- Upgrading Cisco TelePresence control unit (TCU)
- Cisco TelePresence codec C90 configuration
- Cisco TelePresence control unit configuration-installation wizard
- Cisco TelePresence system configuration
- Cisco TelePresence server and demos
- Call scenarios and demos

## Implementing Cisco Unified Communications Manager for Cisco TelePresence Video (PAIUCMTV)

ID CI-PAIUCMTV Price \$2,395 or 24 CLC's Duration 3 Days

### PREREQUISITES

- Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing
- Ability to configure and operate Cisco routers and switches and to enable VLANs and DHCP
- Basic understanding of digital interfaces, PSTN, and VoIP
- Fundamental knowledge of converged voice, video, and data networks
- Configure Cisco IOS gateways with traditional and VoIP call legs

### COURSE CONTENT

- Introduction to Cisco Unified Communications Manager - Describe Cisco Unified Communications Manager, including its functions, architecture, deployment, and redundancy options

- Administering Cisco Unified Communications Manager - Perform Cisco Unified Communications Manager initial configuration and user management
- Single-Site On-Net Calling - Configure Cisco Unified Communications Manager to support on-cluster calling
- Single-Site Off-Net Calling - Implement PSTN access in Cisco Unified Communications Manager and build a dial plan in a single-site Cisco Unified Communications Manager deployment
- Securing Cisco Unified Communications and Solutions Maintenance - Secure and maintain a Cisco Unified Communications solution

## Implementing Cisco TelePresence Solutions (ITS)

ID CI-ITS Price \$2,995 or 30 CLC's Duration 4 Days

### PREREQUISITES

- Interconnecting Cisco Networking Devices Part 1
- Interconnecting Cisco Networking Devices Part 2
- Implementing Cisco Quality of Service
- Implementing Cisco Unified Communications Manager Part 1

### COURSE CONTENT

- Introduction to Cisco TelePresence: Exploring the Cisco TelePresence solution, environments, and room design
- Cisco TelePresence call control: Integrating end points with Unified

- Communications Manager, examining the user interface
- Cisco TelePresence network architecture: Deploying a network, shaping and policing, setting a QoS policy, designing WAN and branch QoS policies, understanding the NPA, using the VSAA
- Cisco TelePresence extended system features: understanding multipoint switches, exploring on-button-to-push without Cisco TelePresence manager, examining interoperability, working with the recording server, examining intercompany communications, examining TelePresence security

# Cisco TelePresence Training

## Physical Installation of Cisco TelePresence Systems (PITS)

ID CI-PITS Price \$795 or 8 CLC's Duration 2 Days

### PREREQUISITES

- Basic computer literacy
- Basic Windows navigation skills
- Basic Internet usage skills
- Basic email usage skills

### COURSE CONTENT

- Exploring the Cisco TelePresence solution
- Exploring Cisco TelePresence environments

- Cisco TelePresence planning and assessment: Managing the project and product order; examining room readiness requirements; Examining the basics of acoustics; Examining lighting basics; Planning a Cisco TelePresence room design
- Physical assembly and logistics; installing auxiliary displays; installing a document camera; wiring; tuning the Cisco TelePresence system

## Implementing Cisco TelePresence Solutions Immersive (ITSI)

ID CI-ITSI Price \$3,995 or 40 CLC's Duration 5 Days

### PREREQUISITES

- Interconnecting Cisco Networking Devices Part 1
- Interconnecting Cisco Networking Devices Part 2
- Implementing Cisco Quality of Service
- Implementing Cisco Unified Communications Manager Part 1

### COURSE CONTENT

- Exploring the Cisco TelePresence solution
- Exploring Cisco TelePresence environments
- Cisco TelePresence planning and assessment: Managing the project and product order; examining room readiness requirements; Examining the basics of acoustics; Examining lighting basics; Planning a Cisco TelePresence room design

- Physical assembly and logistics; installing auxiliary displays; installing a document camera; wiring; tuning the Cisco TelePresence system
- Cisco TelePresence call control: Integrating Cisco TelePresence endpoints with Cisco Unified Communications Manager; Examining the Cisco TelePresence user interface
- Cisco TelePresence network architecture: Deploying a Cisco TelePresence network; Shaping and policing; Setting a QoS policy; Designing WAN and branch QoS policies; Understanding the NPA; Using the VSAA
- Cisco TelePresence extended system features



## Introducing Cisco Voice & Unified Communications v8 (ICOMM 8)

ID CI-ICOMM 8 Price \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Basic knowledge of Cisco Unified Communications Manager and Cisco Unity Connection

### COURSE CONTENT

- Overview of Cisco Unified Communications Solutions
- Overview of Administrator and End-User Interfaces

- Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Endpoint and End User Administration
- Enablement of End User Telephony & Mobility Features
- Enablement of Cisco Unity Connection and Cisco Unified Presence
- Cisco Unified Communications Solutions Maintenance

## Implementing Cisco Unified Communications VoIP & QoS v8 (CVOICE 8)

ID CI-CVOICE 8 Price \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Working knowledge of fundamental terms and concepts of computer networking including LANs, WANs, and IP switching and routing
- Ability to configure and operate Cisco IOS routers in IP environment at the CCNA level
- Basic knowledge of traditional voice, converged voice, and data networks at the CCNA Voice level

### COURSE CONTENT

- Introduction to Voice Gateways
- VoIP Call Legs
- Cisco Unified Communications Manager Express Endpoints Implementation
- Dial Plan Implementation
- Gatekeeper and Cisco Unified Border Element Implementation
- Quality of Service

## Troubleshooting Cisco Unified Communications v8 (TVOICE 8)

ID CI-TVOICE 8 Price \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 and their implementation on Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager, Cisco Unified Communications features and applications, and Cisco IOS voice gateways in a single-site and multisite environment

### COURSE CONTENT

- Identifying Cisco unified Communications deployments
- Using troubleshooting methodology and monitoring tools
- Troubleshooting common gateway and endpoint registration issues
- Troubleshooting Cisco UC manager availability, features and application issues
- Troubleshooting database replication issues
- Troubleshooting LDAP integration issues

- Troubleshooting call setup issues
- Troubleshooting SAF and CCD issues
- Troubleshooting voice quality and media resources issues



# CCNA / CCNP / CCIE Voice Training

## Integrating Cisco Unified Communications Applications v8 (CAPPS 8)

ID CI-CAPPS 8 Price \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Working knowledge of converged voice and data networks
- Basic knowledge of Cisco IOS gateways
- Working knowledge of Cisco Unified Communications Manager and Cisco Unity Connection
- Cisco CCNA® certification recommended prerequisite

### COURSE CONTENT

- Overview and requirements for voice mail integration
- Cisco Unity Connection in a Cisco UC manager environment
- Cisco Unity Express implementation in a Cisco UC manager express environment
- Voice profile for Internet mail implementation
- Cisco Unified Presence implementation



## Implementing Cisco Unified Communications Manager Part 1 v8 (CIPT1 8)

ID CI-CIPT1 8 Price \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 protocols and their implementation on Cisco IOS gateways
- Ability to configure and operate Cisco routers and switches
- Ability to configure and operate Cisco Unified Communications Manager

### COURSE CONTENT

- Introduction to Cisco Unified Communications Manager
- Administering Cisco Unified Communications Manager
- Enabling Single-Site On-Net Calling
- Single-Site Off-Net Calling
- Media Resources
- Feature and Application Implementation

## Implementing Cisco Unified Communications Manager Part 2 v8 (CIPT2 8)

ID CI-CIPT2 8 Price \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of the MGCP, SIP, and H.323 protocols and their implementation on Cisco IOS gateways
- Ability to configure and operate Cisco routers and switches
- Ability to configure and operate Cisco Unified Communications Manager in a single-site environment

### COURSE CONTENT

- Multisite Deployment Implementation
- Centralized Call-Processing Redundancy Implementation
- Bandwidth Management and CAC Implementation
- Implementation of Features and Applications for Multisite Deployments

## The Collabor8 Program: A Virtualization Journey

The Collabor8 Program of AM, SE and FE workshops have been very successful in training the Cisco Partner Channel how to integrate Microsoft and Cisco technologies. This latest release has been updated with Cisco's UC on UCS technology for Microsoft and Cisco server consolidation utilizing the VMware platform.

The typical profile of resellers who will benefit from this Program is Cisco Partners with a focus on UC technologies. Experience in Data Center is not a mandatory prerequisite. The System Engineer & Field Engineer workshops are also relevant to staff within end user organizations.

### ROI for Partners

- Increase your profits from selling higher margin solutions and professional services
- Sell more software upgrades, licenses and phone upgrades to existing customers
- Drive incremental business by consolidating & virtualizing Microsoft and Cisco servers

### ROI for Customers

- Improve productivity by integrating Microsoft and Cisco applications
- Increase competitive advantage with customers
- Reduce the cost of doing business with your supplier

### Benefits

- Raise profile with customers
- Drive increased Internet bandwidth
- Position yourself and your client for Data Center & Cloud
- Position yourself and your client for Multi vendor solutions with tablet access
- Leverage your Microsoft and Cisco customer base

## Multi Vendor Collaboration Integration & Virtualization Training

The Collaboration market has many vendors and this market is being transformed by the adoption of the cloud devices/tablets over traditional PC clients. Multi-vendor Collaboration lends itself to being a cloud solution and is by default, a Multi-vendor server solution using Cisco and VMware technologies.

Cisco and Microsoft represent the largest and the most immediate opportunity for Multi-vendor collaboration. Microsoft owns the desktop application market and Cisco the major market share if IP based infrastructure and communication solutions. There is a substantial market opportunity to integrate Microsoft desktop applications such as MOC & Lync with the Cisco Collaboration platform. This integration will enhance the Collaboration capability of the installed base through productivity gains enjoyed by users having knowledge of their co-workers IM presence status such as “on the phone.”

This Program covers the first step in the roadmap of Multi-vendor Collaboration solutions with future workshops including VXI/VDI, Mobility, Contact-Center & Video-on-Voice.

In addition to the application integration opportunity, Microsoft and Cisco server consolidation is an obvious first step in the Virtualization journey. This Program is now on v3 content and labs, which has been updated to incorporate UC on UCS implementations of Multi vendor Collaboration solutions.

Each Partner needs to identify 3 individuals within the business, namely an Account Manager for sales, a System Engineer for pre-sales and a Field Engineer for implementation and support. The Collabor8 Program has a workshop specifically designed for each of these roles. End-user Customers need only identify 2 individuals, a Design Engineer and a Support Engineer.

**MULTI VENDOR COLLABORATION  
SALES WORKSHOP FOR AM's (MVCAM) 1 day**

Account Manager Workshop

**MULTI VENDOR COLLABORATION DESIGN  
WORKSHOP FOR SE's (MVCSE) 4 days**

System Engineer Design Workshop

**MULTI VENDOR COLLABORATION INTEGRATION  
WORKSHOP FOR FE's (MVCFE) 5 days**

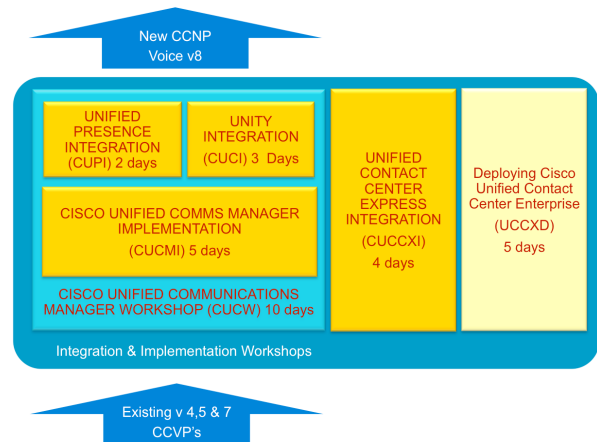
Field Engineer Integration Workshop

## Collabor8 Training

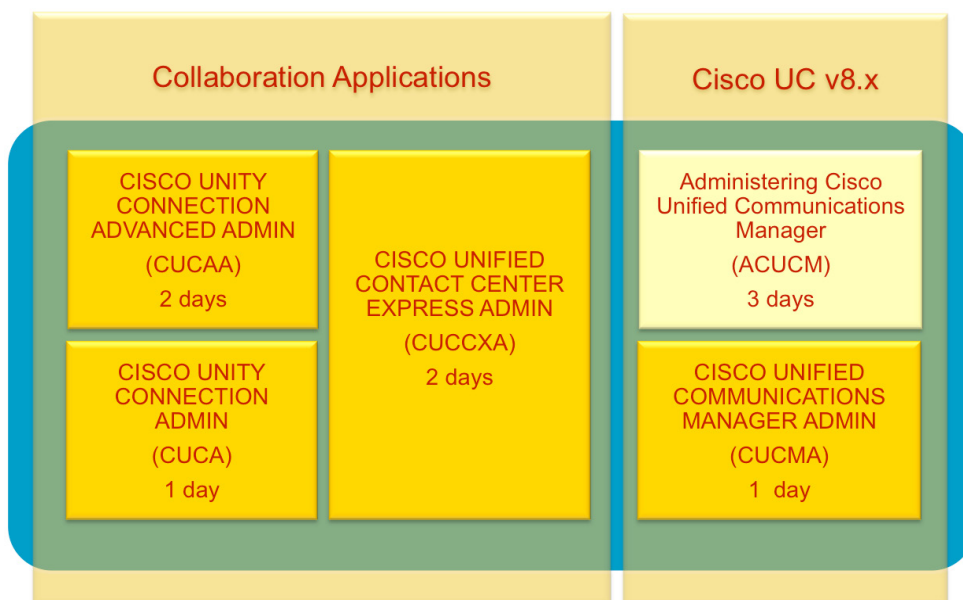
To complement the Collabor8 AM, SE and FE Multi-vendor workshops, other pure Cisco UC Workshops have been developed to satisfy requirements for Engineers to update their knowledge from previous versions to v8.x but also fill in the gaps that are not covered by the standard Certification classes.

The Cisco Unified Communications Workshop updates the knowledge of existing v4, 5 and 7 CCVP's to the latest v8.x features and consists of 3 key modules:

1. Cisco Unified Communications Manager Implementation
2. Cisco Unified Presence Integration
3. Cisco Unity Integration



In addition to the Collabor8 Integration workshops described above there is a Cisco Unified Contact Center Express Integration Workshop to complement the existing standard Cisco UCCXD Certification class. There are further complementary Administrator workshops shown in the picture below and described in the following pages.



# Advanced Collaboration Architecture Technology



## Digital Media Suite (DMS)



ID CI-DMS Price \$ 2,795 or 28 CLC's Duration 4 Days

### PREREQUISITES

- An understanding of basic routing & switching including multicasting

### COURSE CONTENT

- System Overview
- Components of the Digital Media Suite
- Scheduled Backup and Restore
- DMM Installation and Upgrade procedures
- DMP hardware overview
- Touchscreen support
- DMP Wi-Fi configuration
- RTSP support for Digital signs & Cisco Cast
- Cisco Signs
- Using DSM
- Proof of Play
- Digital Media Designer 2.0
- DMP Local Storage
- DMS-CD
- LCD setup & configuration
- Show n Share upgrade and installation, configuration, video creation & editing, live events
- Show n ShareViewers view
- Integrating the MXE3500
- Digital Media Encoder configuration
- DMS Authentication Options
- SNMP Management
- Content delivery with ACNS and WAAS
- High availability, single-sign-on, MediaNet improvements

## Implementing Cisco Unified Communications on Cisco Unified Computing Systems (UC/UCS)

ID FL-UC/UCS Price: \$3,295 Duration 3 Days

### PREREQUISITES

- FlexPod Essentials (FESS) or equivalent experience with Cisco UCS system and hands-on background with Cisco Unified Communications products

### COURSE CONTENT

- Hardware overview
- ESXi tips and tricks
- Manage UC installation images
- Unified Communication applications
- Operations and maintenance
- Monitoring and troubleshooting
- Migrations and upgrades

## Virtual Desktop & Virtual Experience Infrastructure (VDI/VXI)

ID FL-VDI/VXI Duration 3 Days

### PREREQUISITES

- FlexPod Essentials (FESS) or equivalent background and experience

### COURSE CONTENT

- Overview of VDI environment
- Design a Cisco VXI environment
- Install a Cisco VXI environment
- Configure and manage a Cisco VXI environment



## Collaboration Architecture Baseline Workshop (CABW)

ID FL-CABW Price \$695 Duration 1 Day

### PREREQUISITES

- Completion of Selling Collaboration Solutions VoD

### COURSE CONTENT

- How to engage Collaboration customers in discussion
- Present the Collaboration architecture vision
- Explaining the benefits of Collaboration architecture to customers

## Multi-vendor Collaboration Sales Workshop (MVCSW)

ID FL-MVCSW Price \$695 Duration 1 Day

### PREREQUISITES

- Working knowledge of Unified Communications sales and terminology

### COURSE CONTENT

- What is Collaboration
- Future of Collaboration and development
- Delivery of the "any-to-any" solution using Cisco technology
- Collaboration vs. Unified communications

## Multi-vendor Sales Engineer Workshop (MVSEW)

ID FL-MVSEW Price \$2,695 Duration 4 Days

### PREREQUISITES

- Working knowledge of Unified Communications and associated protocols
- Competent in Cisco Networking (CCNP Voice desirable) or attendance of NTS UC 8.x workshops

### COURSE CONTENT

- Unified Communications Terminology
- Collaboration Terminology

- Virtual Machines
- Understanding customer drivers for CEBP and CEBT
- Understanding the multivendor proposition
- Designing Cisco Unified Communications
- Understand the migration from Cisco UC 4/5/6/7 to Cisco UC 8.x
- Integration of the Cisco Unified Client Services framework (UCSF)
- Application Development Framework
- Designing Cisco technology for Cisco Intelligent Network
- Understanding WebEx Collaboration Cloud integration

## Multi-vendor Field Engineer Workshop (MVFEW)

ID FL-MVFEW Price \$3,295 Duration 5 Days

### PREREQUISITES

- Working knowledge of Unified Communications and associated protocols
- Competent in Cisco Networking (CCNP Voice desirable) or attendance of NTS UC 8.x workshops

### COURSE CONTENT

- Running Cisco Unified Communications Manager in VMware
- Cisco Unified Communications Manager Software Installation

- Microsoft Unified Communications solutions (OCS, LYNC)
- Defining and Designing Collaboration
- Cisco Workspace integrating any vendor client
- Configuring and supporting Rich Presence
- Understanding Microsoft integration to Cisco Unified Communications
- Installing and Configuring LYNC Communication server
- Configuring CUPS server for UPC
- Business Video integration

# Cisco Unified Communications Workshops

## Cisco Unified Presence Integration v8 with Cisco Unified Communication Manager v8 (CUPI)

ID FL-CUPI Price \$1,795 Duration 2 Days

### PREREQUISITES

- Completion of Selling Collaboration Solutions VoD

### COURSE CONTENT

- Cisco Unified Presence architecture and features
- Configuring Cisco Unified Communication Manager for integration with Cisco Unified Presence and Unified Communication Manager
- End user configuration
- LDAP integration
- Cisco Unified Personal Communicator client
- Making voice and video calls
- Presence Gateway configuration
- Cisco Unified Personal Communicator and Cisco Unity Connection voicemail integration
- Federations and inter-domain configuration
- Cisco Unified Presence IM compliance
- Disaster Recovery System
- Monitoring and Troubleshooting

## Cisco Unity Connection Integration v8 with Cisco Unified Communication Manager v8 (CUCI)

ID FL-CUCI Price \$2,295 Duration 3 Days

### PREREQUISITES

- Basic knowledge of data and voice networks

### COURSE CONTENT

- IP Telephony and voicemail integration overview and call flows
- Cisco Unity Connection integrated messaging architecture
- Administrative tools and interfaces
- Cisco Unity Connection features
- Cisco Unified CallManager features
- Basic IP phone configuration on Cisco Unified CallManager
- Configuring Cisco Unified Communication Manager for integration with Cisco Unity Connection (SCCP and SIP)
- Managing mailboxes
- LDAP integration
- Class of Service (Partitions and Search Spaces)
- Voicemail Networking (including VPIM)
- Adding remote sites and remote users in Cisco Unity Connection
- IMAP integration
- Cisco Unified Messaging Gateway



## Cisco Unified Communication Manager Implementation v8 (CUCMI)

ID FL-CUCMI Price \$3,295 Duration 5 Days

### PREREQUISITES

- Basic knowledge of data and voice networks

### COURSE CONTENT

- IP Telephony overview and call flows
- Cisco Unified Communications architecture
- Cisco Unified Communication Manager features
- Running Cisco Unified Communication Manager in VMWare
- Integrating the Apple iPhone, Nokia and Blackberry phones with Cisco Unified Communication Manager
- Configuring IP phone softkeys and button templates
- Cisco Unified Communication Manager system and enterprise parameters

- End user configuration
- Integrating Cisco Unified Communication Manager with a corporate user directory (LDAP integration and filtering)
- Configuring user telephony features such as Call Pickup, Call Park, Callback, Intercom and Do Not Disturb



## Cisco Unified Communications Workshop v8 (CUCW)

ID FL-CUCW Price \$6,995 Duration 10 Days

### PREREQUISITES

- Knowledge of data and voice networks

### COURSE CONTENT

- Covers all content from Cisco Unified Presence Integration v8 with Cisco Unified Communication Manager v8 (CUPI)

- Covers all content from Cisco Unity Connection Integration v8 with Cisco Unified Communication Manager v8 (CUCI)
- Covers all content from Cisco Unified Communication Manager Implementation v8 (CUCMI)



# Cisco Unified Communications Workshops

## Cisco Unified Contact Center Express Integration v8 (CUCCXI)

ID FL-CUCCXI Price \$2,695 Duration 4 Days

### PREREQUISITES

- Basic knowledge of data and voice networks

### COURSE CONTENT

- Cisco Unified Contact Center Express Architecture
- Differences between Unified Contact Center Express 8 and IPCC 7
- Unified Contact Center Express Modes of Operation
- License Installation
- Cisco Unified Communication Manager Integration and Configuration
- Unified Contact Center Express Post Installation Configuration
- Cisco Unified CCX Editor v8 Overview
- Creating, Uploading and Testing Basic Scripts
- Differences in Building and Using Version 7 and Version 8 Scripts
- Configuring Multiple Queues and Assigning Agents to Queues
- Configuring Caller Menus for IVR Prompts
- Introduction to the various Unified Contact Center Express Agents
- Cisco IP Phone Agent
- Cisco Agent Desktop Installation and Configuration
- Cisco Supervisor Desktop Installation and Configuration
- Using the Unified Contact Center Express Agents
- Cisco Mobile Supervisor
- Calabrio support
- VMWare Support and License Requirements
- Cisco Unified Presence Integration

## Unified Contact Center Express & Unified IP IVR Deployment v4.0 (UCCXD)

ID CI-UCCXD Price \$3,595 or 36 CLC's Duration 5 Days

### PREREQUISITES

- Internetworking fundamentals
- Basic IP telephony concepts
- Cisco Unified Communications Manager
- Cisco IP phones, Cisco IP Communicator
- Contact Center operations
- Microsoft Windows 2000, 2003, XP
- MS SQL Server

### COURSE CONTENT

- Cisco Unified Contact Center Express ACD Operations
- Cisco Unified Contact Center Express Premium Functions
- Cisco Unified Contact Center Express Maintenance Tools
- Cisco Unified Contact Center Express Product Overview
- Installing and Configuring Cisco Unified Contact Center Express
- Cisco Unified Contact Center Express Scripting



## Cisco Unity Connection v8 Administration (CUCA)

ID FL-CUCA Price \$695 Duration 1 Day

### PREREQUISITES

- Basic knowledge of data and voice networks
- Must be combined with Cisco Unified Communications Manager v8 Advanced Administration (CUCMAA)

### COURSE CONTENT

- IP Telephony and Voicemail Integration Overview
- Cisco Unity Connection Integrated Messaging Architecture
- Messaging Deployment Models used for Cisco Unity Connection
- IP Telephony and Voicemail Call Flows
- Administering Cisco Unity Connection Integration with Cisco Unified Communication Manager (SCCP and SIP)
- Managing Cisco Unity Connection System Service and Enterprise Parameters
- Adding Users and Mailboxes in Cisco Unity Connection
- Administration of Directory Handlers and Interview Handlers
- Administration tasks for Call Routing, Call Handling and the Auto-Attendant
- Time Based Call Management
- Administration of Message Notification and Restriction tables
- Administering Distribution Lists and Broadcast Lists
- Managing Backup and Disaster Recovery
- Real Time Monitoring Tool

## Cisco Unity Connection v8 Advanced Administration (CUCAA)

ID FL-CUCAA Price \$1,795 or 24 CLC's Duration 2 Days

### PREREQUISITES

- Basic knowledge of data and voice networks
- Must be combined with Cisco Unified Communications Manager v8 Advanced Administration (CUCMAA)

### COURSE CONTENT

- IP Telephony and Voicemail Integration Overview
- Cisco Unity Connection Integrated Messaging Architecture
- Messaging Deployment Models used for Cisco Unity Connection
- IP Telephony and Voicemail Call Flows
- Administering Cisco Unity Connection Integration with Cisco Unified CallManager (SCCP and SIP)
- Managing Cisco Unity Connection System Service and Enterprise Parameters
- Adding Users and Mailboxes in Cisco Unity Connection
- Administration of Cisco Unity Connection LDAP Integration
- Administration of Directory Handlers and Interview Handlers
- Administration tasks for Call Routing, Call Handling and the Auto-Attendant
- Time Based Call Management
- Administration of Message Notification and Restriction tables
- Administration tasks for Class of Service Partitions and Search Spaces
- Managing schedules and holidays
- Administering Distribution Lists and Broadcast Lists
- Administration of Voicemail Networking Between Sites (VPIM)
- IMAP integration
- Real Time Monitoring Tool



# Cisco Unified Communications Administrative Workshops



## Cisco Unified Contact Center Express v8 Administration (CUCGXA)

ID FL-CUCGXA Price 1,795 or 28 CLC's Duration 2 Days

### PREREQUISITES

- Basic knowledge of data and voice networks
- Must be combined with Cisco Unified Communications Manager v8 Advanced Administration (CUCMAA)

### COURSE CONTENT

- IP Telephony and Call Center Integration Overview
- Cisco Unified Contact Center Express Architecture

- Cisco Unified CCX Editor version 8 Overview
- Deployment Models used for Cisco Unified Contact Center Express
- Applications, Triggers and Call Center Queues
- Administration of Cisco Unified Communications Manager Integration and Configuration
- Cisco Supervisor Desktop Installation and Configuration
- Using the Cisco Supervisor Desktop
- Serviceability, Administration, Reports & Troubleshooting

## Administering Cisco Unified Communications Manager v8 (ACUCM)

ID CI-ACUCM Price \$2,395 Duration 3 Days

### PREREQUISITES

- Basic knowledge of IP and networking or voice networks is suggested, but not required
- Basic knowledge of the Windows desktop environment

### COURSE CONTENT

- Introduction to IP Telephony
- Defining the basic configuration

- Understanding user configuration
- Exploring phone registration and Cisco Unified IP phones
- Basic route plan configuration
- Route filters and digit manipulation
- Defining and using class of control features
- Understanding media resources

## Cisco Unified Communications Manager v8 Administration (CUCMA)

ID FL-CUCAA Price \$1,795 or 24 CLC's Duration 2 Days

### PREREQUISITES

- Basic knowledge of data and voice networks

### COURSE CONTENT

- IP Telephony Overview and call flows
- Cisco Unified Communications Architecture and manager features
- Cisco IP Phones and Phone Settings

- Adding IP phones in Cisco Unified Communications Manager using the auto-registration process and manual process
- Configuring Directory Numbers
- Moving/changing IP Phones and Directory Numbers
- Adding a PC to the IP Phone 'Data Port'
- IP Phone User Interfaces
- Making Calls and Verifying IP Phones

## Deploying Cisco Unified Intelligence Center v8 (DUIC)

ID CI-DUIC Price \$2,995 or 30 CLC's Duration 3 Days

### PREREQUISITES

- A working knowledge of Unified Contact Center Enterprise
- A working knowledge of contact center operations

### COURSE CONTENT

- Cisco Unified Intelligence Center overview, deployment, installation, administration and security
- Managing center components
- Running Cisco Unified Intelligence Center standard and custom reports
- Cisco Unified CCE key concepts
- Call detail record searches



## Implementing Cisco Unified Communications Security (UCSEC)

ID CI-UCSEC Price \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Working knowledge of converged voice and data networks
- Working knowledge of Cisco IOS gateways, Cisco Unified SRST gateways, and Cisco Unified Border Element
- Working knowledge of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- CCNP® Voice certification is recommended

### COURSE CONTENT

- Vulnerabilities of Cisco Unified Communications Networks and Security Fundamentals
- Network infrastructure security
- Cisco Unified Communications Manager and Endpoint Security Features
- Secure Cisco Unified Communications Integration and Features



# Cisco Unified Contact Center Training

## Implementing Cisco IOS Unified Communications Part 2 (IIUC2)

ID CI-IIUC2 Price: \$3,295 or 33 CLC's Duration 5 Days

### PREREQUISITES

- Introducing Cisco Voice and Unified Communications Administration (ICOMM) course



### COURSE CONTENT

- Cisco Unified Communications Manager Express Fundamentals
- Configuration of Cisco UC Manager Express Features
- Implement Media Resources Overview
- Implement Cisco Unified CallConnector and Cisco Unified CallConnector Mobility
- Cisco Unity Express Voice Mail & AutoAttendant Configuration
- Cisco Unity Express VPIM Networking and Cisco Unified Messaging Gateway
- Troubleshooting Cisco IOS Software-Based Unified Communications

## Implementing Cisco Unified Messaging (IUM 8.0)

ID CI-IUM 8 Price \$2,795 or 28 CLC's Duration 3 Days

### PREREQUISITES

- A working knowledge of Microsoft Windows 2003
- A working knowledge of Microsoft Exchange Server 2003
- Features, benefits, and programming of at least one manufacturer PBX (Cisco Unified Communications Manager preferred)
- Attendance of Administering Cisco Unified Messaging (AUM) or equivalent knowledge

### COURSE CONTENT

- Cisco Unified Messaging system hardware and software
- Unified Messaging integrations
- Unified Messaging networking
- Unified Communications maintenance and utilities

## Administering Cisco Unified Messaging (AUM 8.0)

ID CI-AUM Price \$1,995 or 20 CLC's Duration 2 Days

### PREREQUISITES

- Understanding of Microsoft Windows Server and Microsoft Exchange



### COURSE CONTENT

- Cisco Unified Communications System Hardware
- Cisco Unified Communications System Software
- Cisco Unity Connection overview
- Cisco Unified Communications Integrations
- Unified Communications Networking
- Unified Communications Maintenance and Utilities

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[info@fastlaneus.com](mailto:info@fastlaneus.com) / [www.fastlaneus.com](http://www.fastlaneus.com)

#### FAST LANE SOUTH AMERICA

##### Costa Rica

Centro Corporativo Plaza Roble, Escazu  
Edificio El Pórtico, Piso 1  
Tel. +506 2011462, Fax +506 2011414  
[info@flane.co.cr](mailto:info@flane.co.cr) / [www.flane.co.cr](http://www.flane.co.cr)

##### Mexico

Galileo #317 Interior 102, Col. Polanco  
Delegación Miguel Hidalgo  
11560 México D.F.  
Tel. +52 55 6267 9444  
[info@flane.com.mx](mailto:info@flane.com.mx) / [www.flane.com.mx](http://www.flane.com.mx)

##### Brazil

Rua Manuel Guedes, 504  
Itaim Bibi - Sao Paulo-SP  
CEP 04536 / 070 Sao Paulo  
Tel. +55 11 3071 1285  
[info@flane.com.br](mailto:info@flane.com.br) / [www.flane.com.br](http://www.flane.com.br)

##### Peru

Calle Dionisio Derteano 144 - Piso 21  
Edificio Alto Caral (Roche), San Isidro  
Tel. +511 712-4332  
[info@flane.co.cr](mailto:info@flane.co.cr) / [www.flane.co.cr](http://www.flane.co.cr)

##### Colombia

Avenida Carrera 45 #103-34  
Oficina 207, Bogota  
Tel. +571 602-7046  
[info@flane.co.cr](mailto:info@flane.co.cr) / [www.flane.co.cr](http://www.flane.co.cr)

##### El Salvador

Edificio World Trade Center  
Segundo Nivel, Local 201  
El Salvador  
Tel. +503 2509-0805  
[info@flane.com.sv](mailto:info@flane.com.sv) / [www.flane.com.sv](http://www.flane.com.sv)

##### Chile

Napoleon 3565, of 202  
Las Condes, Providencia  
Tel. +562 656 7556  
[info@flane.co.cr](mailto:info@flane.co.cr) / [www.flane.co.cr](http://www.flane.co.cr)

