



Administering Cisco Unified Communications Collaboration v11.5 - ACUCC

Course Details

Course Outline

1. Tools for Managing UC Collaboration

- Prime Collaboration Deployment Manager Overview
- Bulk Admin Tool (BAT)
- Importing and Exporting Settings
- Importing and Exporting Users
- Importing and Exporting Phones
- Phone Migrations
- Loading COP Files

2. Unified Communication Manager

- Cisco Phone Configurations
- Creating and Modifying Phone and Configuration
- Cisco UCM Configuration
- Services
- Redundancy
- Service Parameters
- Enterprises Parameters
- LDAP Integration
- Synchronization
- Authentication
- Attribute Mapping
- Filters
- Partitions and CSSs Configuration
- Implementing Calling Privileges
- Call Hunting and Queuing
- Music on Hold
- Implementing Extension Mobility
- Single Number Reach



- Troubleshooting UCM Features
- Dialed Number Analyzer
- RTMT
- Log Collection
- Trouble Shooting Call Flows
- Use RTMT to View Performance Counters

3. Gateway

- Gateway Overview
- Cisco H323 Gateways
- Cisco MGCP Gateways
- Cisco IOS SIP Gateways
- Use RTMT to View Performance Counters

4. Cisco Emergency Responder (CER)

- CER Overview
- Configuring Users and Role-Based System Access
- Cisco Emergency Responder Administration Interfaces
- Adding new switches
- SNMP Overview

5. Cisco Unified Communications Mobile and Remote Access (MRA)

- MRA Overview
- Expressway Edge
- Securing with edge
- MRA Components
- B-T-B Video from Expressway
- Certificates

6. Integrating Cisco Unified IM and Presence

- Configure Service Discovery
- DNS Record Requirements
- Install Cisco Jabber
- Cisco Jabber in Softphone Mode
- Set Up Cisco Jabber in Full UC Mode

7. Integrating Cisco Unity Connection

- Cisco Unity Connection Integration Using SIP



- Cisco Unity Connection Administration
- Configuring Search spaces and Partitions
- Cisco Unity Connection Integration Troubleshooting Tools
- Port Monitor
- Troubleshooting UCX Features
- Trace MWI Issues
- Monitor a SIP Call Flow
- RTMT
- Log Collection
- Using Port Monitor to Troubleshoot Voice Mails

8. Cisco Meeting Server (CMS) and TMS

- Introduction to Cisco Meeting Server
- Configuring CMS
- Configuring Meetings with CMS
- Configuring Spaces with CMS
- Scheduling Meeting with TMS

9. Cisco UCCX

- Introduction
- Cisco Setting up an Agent
- Skills
- Queues
- Basic Scripting (Overview)
- Configuring Application
- Reporting
- CUIC
- Finesse

10. Cisco Cloud with Webex and Spark

- Introduction to Cisco Cloud Solution
- Configuring Directory Connector
- Configuring a Hybrid Solution

11. Cisco Paging Server (InformaCast)

- InformaCast Overview
- InformaCast Administration



- IP Phone Paging
- Analog Paging
- Multicast Requirements
- Using InformaCast

12. Troubleshooting

- Using Troubleshooting Methodology
- Analyze the Troubleshooting Process
- Troubleshooting Methodology in Complex Environments
- Define the Problem
- Gather Facts
- Consider Possibilities
- Create an Action Plan
- Implement an Action Plan
- Observe Results
- Restart the Problem-Solving Process
- Document Facts
- Using Troubleshooting and Monitoring Tools
- Cisco Unified Serviceability
- Cisco Unified RTMT Performance Monitor and Data Logging
- Trace File Collection
- Troubleshooting Common Gateway and Endpoint Registration Issues
- IP Phone Initialization
- Common DHCP-Related and TFTP-Related Issues
- Using Ping to Cisco IP Phones
- Cisco Unified IP Phone Status Messages
- Cisco Unified IP Phone Network Configuration

13. LABS:

- CUCM Labs
- Registering Phones and Configuring End Users
- Configure Partitions and CSS for Accessing Directory Numbers
- Implementing Call Coverage
- Implement Call Hunting in Cisco Unified Communications Manager
- Implementing PSTN Calling Using MGCP Gateways



- Integrate a Cisco IOS MGCP Gateway with Cisco Unified Communications Manager
- Implement Inbound and Outbound PSTN Calling
- Implementing PSTN Calling Using H.323 Gateways
- Implement Inbound and Outbound PSTN Calling Using SIP Gateways
- Add an SIP Gateway in Cisco Unified Communications Manager
- Implementing Annunciators and MOH
- Implement Annunciator and MOH
- Implementing Conference Bridges
- Implement Cisco Unified Communications Manager Conference Bridge Media Resources
- Unity Connection Labs
- Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Change the Phone for the next section
- Integrate Cisco Unity Connection with Cisco PLM
- Configure Cisco Unified Communications Manager for a SIP Integration
- Discover Call Routing in Cisco Unity Connection
- Partition and Search Spaces
- Configure Call Forward Based on Call Classification
- Back Up Cisco Unity Connection
- Configuring Cisco Unity Connection Users
- Modularize and Automate User Creation
- Access User Pages and Web Inbox
- Manage User Greetings
- Mailbox Quotas and Message Aging
- Configuring Cisco Unity Connection System Settings
- Integrate Cisco Unity Connection with the LDAP Server
- Import Users from the Cisco Unified Communications Manager
- Test Voice Messaging Behavior
- Implementing Cisco Unity Connection Call Management
- Create a Dial Plan and Set Up Site-Specific Directory Handler
- Create an Interview Call Handler
- Configure a New Auto-Attendant
- Configuring Cisco Unified Messaging
- Enable Integrated Messaging



- Configure Unified Messaging
- Secure Messaging
- Monitor a SIP Call Flow

a. Cisco Unified Communications IM and Presence (IMP)

- Integrate Cisco Unified Communications IM and Presence with Cisco Unified Communications Manager
- Set Up Cisco Unified Communications Manager for Presence Integration
- Set Up Cisco Unified Communications IM and Presence
- Configure Service Discovery
- Configure Cisco Unified Communications IM and Presence Features and Implement Cisco Jabber
- Set Up Cisco Jabber in Full UC Mode
- You verified that video calls and desktop sharing were successfully tested
- Use Jabber Config File Generator to Enable Features
- You verified that offline messages cannot be sent
- Enable Voice Messaging in Cisco Jabber
- Use RTMT to View Performance Counters
- Configure LDAP and UDS Directory Access
- Provisioning with Cisco Prime Collaboration

b. Cisco Unified Contact Center Express (UCCX)

- Add a Call Control Group
- Add a Cisco Media Termination Dialog Control Group
- Add a Cisco Unified CCX Script Application
- Add a Cisco Unified CM Telephony Trigger
- Call and test a newly configured application
- Assign an IPCC Extension to your agent phone
- Observe the RmCm Provider Information
- Associate the agent phone with the RmCm Provider
- Create a Resource Group
- Create a Skill
- Assign a Resource Group and Skills to your agent
- Create a Contact Service Queue
- Display the Agent-based Routing settings
- Make team assignments for your agent



- Start the Finesse Agent Desktop
 - Modify your application to use the icd.aef script
 - Use a skills based CSQ to route calls
- c. Cisco Meeting Server (CMS)**
- Configure a Meeting
 - Configure Spaces
 - Use TMS to Schedule meetings
 - Configure End Users
- d. Cisco Paging Server**
- Explore and Administer the Cisco Paging Server
- e. Cisco Emergency Responder (CER)**
- Explore and Administer the Cisco Emergency Responder
- f. Cisco Mobile Remote Access (MRA)**
- Setup Mobile Remote Access