
IMPLEMENTING CISCO COLLABORATION APPLICATIONS (CAPPS)

Temario

This course provides delegates with an understanding of the integration options of Cisco Unified Presence, Cisco Unity Express, and Cisco Unity Connection. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager.

Dirigido a

The primary audience for this course is Network Administrators and Network Engineers or CCNP Collaboration candidates

Pre-requisitos

Attendees should meet the following 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
- Prior attendance of ICOMM, and CIPT1 is recommended

Objetivos

After you complete this course you will be able to:

- Describe voice-mail integration options and requirements
- Implement Cisco Unity Connection in a Cisco Unified Communications Manager deployment
- Describe how to implement Cisco Unity Express in a Cisco Unified Communications Manager Express deployment
- Implement voice-mail networking using VPIM
- Implement Cisco Unified Presence and Cisco Unified Personal Communicator

Contenido

Introduction to Voice Mail

- Voice Mail Integration Overview
- General Requirements for Voice-Mail Integration

Cisco Unity Connection in a Cisco Unified Communications Manager Environment

- Integrating with Cisco Unified Communications Manager
- Configuring the Cisco Unity Connection System
- Using Cisco Unity Connection Partitions and Search Spaces
- Implementing Cisco Unity Connection Call Management
- Configuring Cisco Unity Connection Users
- Monitoring and Troubleshooting Cisco Unity Connection
- Lab 2-1: Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Lab 2-2: Configuring Cisco Unity Connection System Settings
- Lab 2-3: Implementing Cisco Unity Connection Partitions and Search Spaces
- Lab 2-4: Implementing Cisco Unity Connection Call Management
- Lab 2-5: Configuring Cisco Unity Connection Users
- Lab 2-6: Troubleshooting Cisco Unity Connection

Cisco Unity Express Implementation in Cisco Unified Communications Manager Express Environment

- Understanding Cisco Unity Express
- Cisco Unity Express Integration with Cisco Unified Communications Manager Express
- Configuring the Cisco Unity Express System
- Configuring Cisco Unity Express Users
- Understanding Cisco Unity Express AutoAttendant
- Troubleshooting Cisco Unity Express
- Lab 3-1: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
- Lab 3-2: Configuring Cisco Unity Express System Settings
- Lab 3-3: Configuring Cisco Unity Express Users
- Lab 3-4: Implementing Cisco Unity Express AutoAttendant
- Lab 3-5: Troubleshooting Cisco Unity Express

Voice Profile for Internet Mail Implementation

- Understanding VPIM
- Implementing VPIM in Cisco Unity Connection

- Implementing VPIM in Cisco Unity Express
- Lab 4-1: Implementing VPIM in Cisco Unity Connection and Cisco Unity Express

Cisco Unified Presence Implementation

- Understanding Cisco Unified Presence
- Understanding Cisco Unified Presence Components and Communication Flows
- Integrating Cisco Unified Presence
- Configuring Cisco Unified Presence Features and Implementing Cisco Unified Personal Communicator
- Verifying and Troubleshooting Tools for Cisco Unified Presence Components
- Lab 5-1: Integrating Cisco Unified Presence with Cisco Unified Communications Manager
- Lab 5-2: Configuring Cisco Unified Presence Features and Implementing Cisco Unified Personal Communicator
- Lab 5-3: Troubleshooting and Verifying Cisco Unified Presence Components