



Global Knowledge.

# CICD - IMPLEMENTING CISCO COLLABORATIVE DEVICES

Course Code: 1723

Learn to maintain and operate a Cisco Unified Communications solution and prepare for the CICD certification exam (210-060).

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In this course, you will be given an introduction to maintaining and operating a Cisco Unified Communications solution and its components, including:

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager Express
- Cisco Unity Connection
- Cisco Unified Communications Manager IM and Presence Service

For on-demand learning, you will have access to this course for 12 months from the purchase date.

This course includes 30 Cisco e-Lab credits. Your e-Lab credits are good for 90 days after your course ends and can be used for additional practice on the course you just completed or to explore technologies from other courses in the Global Knowledge e-Lab portfolio. [Learn more.](#)

## What You'll Learn

- Components of a Cisco Unified Communications solution and identify call signaling and media stream flows
- Provide an overview of administrator and end-user interface options in Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Communications Manager

## IM and Presence Service

- Call flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Telephony features supported in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Administer users in Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service, and enable the most commonly used features for both applications
- How to maintain a Cisco Unified Communications solution
- Enable, configure, and manage the most common applications for users across Cisco Unified Communications Manager, Cisco Unity Connection, and Cisco Unified Communications Manager Instant Messenger and Presence

## Who Needs to Attend

- Network Video Engineer
- Voice/UC/Collaboration/Communications Engineer
- Collaboration Tools Engineer
- Collaboration Sales/Systems Engineer

## Why Global Knowledge

The Global Knowledge CICD lab environment offers a unique, real-world environment for learning how to configure and administer IP telephony, IM, Presence, and voicemail. The CICD class focuses on implementation and administration, offering you a preconfigured environment that has:

- All necessary services installed and the system setup preconfigured
- A complete dial plan that uses a SIP trunk to access a simulated PSTN
- Unity Connection servers that provide voice mail capabilities
- IM and Presence Servers that provide Cisco Presence capabilities
- A Microsoft Domain Controller providing DNS, DHCP, Active Directory, and LDAP

The lab environment features a partially configured cluster with HQ, Branch A, and PSTN phones. Our Collaboration courses provide a simulated PSTN, enabling you to gain an understanding of the North American Numbering Plan (NANP) and the concepts associated with a variable-length on-net dial plan supporting multiple sites with overlapping extensions.

- Deploy Cisco Unified Communications Manager 10.5
- Deploy Cisco Unified Communications Manager Express 9.1
- Deploy Cisco Unity Connection 10.5
- Work with the Disaster Recovery Service
- Work with Cisco Real Time Monitoring Tool (RTMT)
- Work with various IP phones and Cisco IP Communicator per student pod
  - ☒ Two internal 9951 phones and IP Communicator
  - ☒ One test phone allowing students to test outcalling to the PSTN and

incoming calling from the PSTN

- Work with a real dial plan including:
  - ☒ 911
  - ☒ 3-digit service codes: 411, 511, etc.
  - ☒ 7-digit local numbers: 555-1901
  - ☒ 10-digit local numbers: 416-777-1901
  - ☒ 11-digit long distance numbers: 1-733-802-1901
  - ☒ International numbers: 011441902

Our next-generation Cisco Collaboration platform combines the Cisco Unified Computing System (UCS) with a VMware DRS cluster, distributing the load for individual classrooms across 16 UCS B-Series blades provisioned with 1.6 TB of RAM. Taking advantage of the improved performance of the UCS environment, we can deploy additional capabilities while improving classroom performance. Our new UC on UCS lab environment provides enhanced and exclusive labs that you won't find with any other training provider.

### 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



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CLASSROOM LIVE

\$4,934 CAD

5 days

## Classroom Live Outline

### 1. Cisco Unified Communications Solutions

- Understanding the Components of Cisco Unified Communications Solutions
- Understanding the Characteristics of Cisco Unified Communications Solutions

### 2. Administrator and End-User Interfaces

- Understanding Administrator Interfaces
- Understanding End-User Interfaces

### 3. Call Flows in Cisco Call Control Platforms

- Understanding Call Flows and Call Legs
- Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager
- Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express

### 4. Endpoint and End-User Administration

- Understanding End-User Characteristics and Configuration Requirements
- Understanding End-User Implementation Options
- Understanding Endpoint Characteristics and Configuration Requirements
- Understanding Endpoint Implementation Options

### 5. End User Telephony and Mobility Features

- Understanding Telephony Features
- Enabling Telephony Features
- Understanding Mobility Features
- Enabling Mobility Features

### 6. Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service

- Understanding Cisco Unity Connection

- Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Understanding End User and Voice Mailbox Implementation Options
- Understanding Cisco Unified Communications Manager IM and Presence Service
- Enabling Cisco Unified Communications Manager IM and Presence Service

#### 7. Cisco Unified Communications Solutions Maintenance

- Providing End-User Support
- Understanding Cisco Unified Communications Manager Reports
- Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Monitoring Voicemail in Cisco Unity Connection
- Understanding the Disaster Recovery System



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VIRTUAL CLASSROOM LIVE

\$4,934 CAD

5 days

## Virtual Classroom Live Outline

### 1. Cisco Unified Communications Solutions

- Understanding the Components of Cisco Unified Communications Solutions
- Understanding the Characteristics of Cisco Unified Communications Solutions

### 2. Administrator and End-User Interfaces

- Understanding Administrator Interfaces
- Understanding End-User Interfaces

### 3. Call Flows in Cisco Call Control Platforms

- Understanding Call Flows and Call Legs
- Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager
- Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express

### 4. Endpoint and End-User Administration

- Understanding End-User Characteristics and Configuration Requirements
- Understanding End-User Implementation Options
- Understanding Endpoint Characteristics and Configuration Requirements
- Understanding Endpoint Implementation Options

### 5. End User Telephony and Mobility Features

- Understanding Telephony Features
- Enabling Telephony Features
- Understanding Mobility Features
- Enabling Mobility Features

### 6. Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service

- Understanding Cisco Unity Connection

- Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Understanding End User and Voice Mailbox Implementation Options
- Understanding Cisco Unified Communications Manager IM and Presence Service
- Enabling Cisco Unified Communications Manager IM and Presence Service

## 7. Cisco Unified Communications Solutions Maintenance

- Providing End-User Support
- Understanding Cisco Unified Communications Manager Reports
- Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Monitoring Voicemail in Cisco Unity Connection
- Understanding the Disaster Recovery System



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ON-DEMAND

\$1,300 CAD

## On-Demand Outline

1. Cisco Unified Communications Solutions
2. Administrator and End-User Interfaces
3. Call Flows in Cisco Call Control Platforms
4. Endpoint and End User Administration
5. End User Telephony and Mobility Features
6. Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service
7. Cisco Unified Communications Solutions





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PRIVATE GROUP TRAINING

5 days

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