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CISCO

CLACE – Administrating Collaboration Environments

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Course Overview

CLACE formerly known as (Cisco Call Manager and UCA Unity Connection Class (CMA v11.0)) is a lab-intensive course. The primary focus is learning by performing the configuration tasks. The amount of theory is limited to allow more time for discovery exercises. This course introduces you to the CUCM system, the necessary procedures for administering IP Phones and Users, understanding the Dial Plan, and implementing Features. The course also covers Jabber administration and Cisco Unity Connection administration features, options, and configuration settings. In addition to instructor-led lectures and discussions, you will configure CUCM and Cisco IP Phones in the lab, either in a live classroom or WebEx remote classroom environment. While the CUCM and CUC software used in the class is version 12.5.1, the course material applies to versions 8.x, 9.x, 10.x, 11.x, or 12.x of the applications. The concepts and the lab tasks are the same for most of the software versions. At the completion of this course, participants will be able to:

- Demonstrate an overall understanding of the Cisco Unified Communications Manager (CUCM) system and its environment
- Configure CUCM to support IP Phones
- Configure Cisco Unified Communications Manager and IM&Presence to support Cisco Jabber soft client. Configure CUCM to route calls to internal and PSTN destinations
- Configure User accounts and multi-level administration
- Demonstrate the use of Self Care Portal functionality
- Configure user features, including Hunt Groups, Call Pickup, and Call Park.
- Define the capabilities of and demonstrate the Bulk Administration Tool
- Define the SMART Licensing model for Cisco Unified Communications
- Demonstrate the use of the Unified Reporting tool
- Demonstrate the use of the Dialed Number Analyzer

- Explain the function of Cisco Unity Connection and the various interfaces that are used to access the system Describe the components that are required for user call processing by Cisco Unity Connection
- Implement the various features and options that are available to users in Cisco Unity Connection
- Explore Cisco Unity Connection version features and functions
- Use the various applications, tools, and reports that are available in Cisco Unity Connection

Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

Program Level

Advanced

Training Delivery Methods

Group Live

Duration

5 Days / 32 hours Training

CPE credits

26 NASBA CPE Credits

Field of Study

Information Technology

Advanced Prep

N/A

Course Registration

Candidates can choose to register for the course by via any of the below methods:

- Email: Sales@phoenixts.com
- Phone: 301-582-8200
- Website: www.phoenixts.com

Upon registration completion candidates are sent an automated course registration email that includes attachments with specific information on the class and location as well as pre-course study and test preparation material approved by the course vendor. The text of the email contains a registration confirmation as well as the location, date, time and contact person of the class. Online enrolment closes three days before course start date. On the first day of class, candidates are provided with instructions to register with the exam provider before the exam date.

Complaint Resolution Policy

To view our complete Complaint Resolution Policy policy please click here: Complaint Resolution Policy

Refunds and Cancellations

To view our complete Refund and Cancellation policy please click here: Refund and Cancellation Policy

Duration

5 Days

Course Outline

Define Collaboration Technology and Benefits Define Collaboration Benefits

Describe On-Premise, Cloud, and Hybrid Deployments

Describe On-Premise Collaboration Deployments Describe Cisco's
Collaboration Endpoints

- Describe Cisco Collaboration On-Premise Edge Solutions
- Describe Cisco's Collaboration On-Premise Conferencing Solutions

Describe Cisco Cloud Services Administering Initial Parameters for Cisco Unified Communications Manager

Understand the On-Premise Collaboration Deployment Models

- Describe The Cisco Unified CM Cluster Services Define Network requirements for Collaboration

Define Network Services for Collaboration

- Navigate Cisco Unified CM

Discovery 1: Configure Cisco Unified Communications Manager Initial Parameters Explore Cisco Unified CM Groups

Discovery 2: Configure the Cisco UCM Core Systems Settings Exploring Endpoints and the Registration Process Identify Cisco Endpoint Solutions

- Explore the Boot up Process of an Endpoint Describe Power Over Ethernet

Discovery 3: Configure an Access Switch for an Endpoint

- Describe IP Network Settings

Discovery 4: Deploy an IP Phone Through Auto and Manual Registration

Discovery 5: Administer Endpoints in Cisco Unified Communications Manager Managing Users in Cisco Unified Communications Manager

- Analyze Cisco UCM Users Types and Settings

- Describe Methods for Authenticating Cisco UCM Users Discovery 6: Create Local User Accounts

Discovery 7: Adding Users in Cisco Unified Communications Manager Describing a Basic Dial Plan

- Describe the Concepts of a Dial Plan and Call Routing Describe Elements of Call Routing
- Explore Digit Manipulation and Translation Patterns

Discovery 8: Create a Basic Dial Plan Describing Class of Service Explore the Concepts of Class of Control

Discovery 9: Explore Partitions and Calling Search Spaces

Discovery 10: Explore Private Line Automatic Ringdown (PLAR) Enabling Endpoints and Features Configure a Cisco Jabber Endpoint in Cisco UCM

Discovery 11: Implementing Common Endpoint Features (Configuring Hunt Groups and Call Coverage) Explore Mobility

Discovery 12: Implement Mobility Implementing Media Resources in Cisco Unified

- Communications Manager
- Media Resource Overview
- Media Resource Selection and Access Control Audio and Video Conference Bridge Devices Audio and Video Conference Bridge Integration Options

Discovery 13: Configuring Media Resources Reporting and Maintenance

- Explore the Troubleshooting Process Describe Reporting and Maintenance Tools
- Describe the Cisco Real-Time Monitoring Tool

Discovery 14: Use Reporting and maintenance Tools Describing Cisco Instant Messaging and Presence Describe Cisco IM and Presence

Features and Architecture

- Clustering
- Describe Cisco IM and Presence Components and Communication Flows Enabling Jabber
- Cisco Jabber Deployment Modes

Discovery 15: Deploy an On-Premise Cisco Jabber Client for Windows Configure Unity Connection Integration Overview of Cisco Unity Connection Integration

- SIP Integration
- Typical Integration Mistakes Integration Considerations

Discovery 16: Configure the integration between Cisco Unity Connection and Cisco UCM

Discovery 17: Configure Voicemail Users Configuring Cisco Unity

- Connection Call Handlers
- Call handler Overview System Call Handler Caller Input
- Operator Call Handler Goodbye Call Handler Directory Handler
- Interview Handler Troubleshooting Cisco Unity Connection
- Overview of Cisco Unity Connection Troubleshooting Options Integration Troubleshooting Tools
- Cisco Real-Time Monitoring Tool

Discovery 18: Troubleshoot Cisco Unity Connection Discovery Labs

- Discovery 1: Configure Cisco Unified Communications Manager Initial Parameters
- Discovery 2: Configure the Cisco UCM Core Settings
    - Task 1: Configure Cisco Unified Communications Manager Group
    - Task 2: Configure Phone NTP Reference
    - Task 3: Configure Configure Date/Time Group
    - Task 4: Configure Device Pools
    - Task 5: Configure Feature Control Policy
- Discovery 3: Configure an Access Switch for an Endpoint
    - Task 1: Configure Voice and Data VLANs on the Switch
    - Task 2: Verification of VLANs and Power Usage
- Discovery 4: Deploy an IP Phone Through Auto and Manual Registration
    - Task 1: Add a Phone Manually

- Task 2: Add a Phone using the Bulk Administration Tool
- Task 3: Create Universal Templates for Auto-registration
- Task 4: Add a Phone using Auto-Registration
- Task 5: Test and Use UnifiedFX PhoneView

- Discovery 5: Administer Endpoints in Cisco Unified Communications Manager
  - Task 1: Applying Phone Configurations
  - Task 2: Add Line Buttons to Phones
  - Task 3: Change Softkeys
  - Task 4: Configure Speed Dials and Abbreviated Dials
  - Task 5: Implement Native CUCM Presence
- Discovery 6: Create Local User Accounts
  - Task 1: Create New Local Users
  - Task 2: Create a New Credential Policy for End Users
- Discovery 7: Adding Users in CUCM
  - Task 1: Change the Configurable Options for End Users
  - Task 2: Assign Users to the Registered Phones
  - Task 3: User Verification – Self Care Portal
- Discovery 8: Create a Basic Dial Plan
  - Task 1: Configure Route Groups
  - Task 2: Configure a Route List Task 3: Add Route Patterns
  - Task 4: Configure a Translation Pattern
  - Task 5: Configure External Phone Number Masks
  - Task 6: Configure Route List to Use the External Phone Number Mask
  - Task 7: Configure Call Blocking with Route Patterns
- Discovery 9: Explore Partitions and Call Search Spaces
  - Task 1: Configure Partitions
  - Task 2: Configure Calling Search Spaces
  - Task 3: Assign Partitions and Calling Search Spaces using the Traditional Approach
  - Task 4: Assign Partitions and Calling Search Spaces to Route Patterns and Gateways
  - Task 5: Configuring the Line/Device Approach
  - Task 6: Assign Calling Search Spaces using the Line/Device Approach
  - Task 7: Using the Bulk Administration Tool Update
  - Capabilities
- Discovery 10: Explore PLAR
  - Task 1: Configure Partitions and Search Spaces for PLAR
  - Task 2: Configure SIP Phone for PLAR
- Discovery 11: Implement Common Endpoint Features (Configuring Hunt Groups and Call Coverage)
  - Task 1: Create a Line Group
  - Task 2: Create a Hunt List
  - Task 3: Create a Hunt Pilot T
  - ask 4: Test Call Distribution
  - Task 5: Configure Final Forwarding
  - Task 6: Configure Call Queueing
  - Task 7: Configure Call Pickup Groups

- Task 8: Configure Call Park
- Task 9: Configure Directed Call Park

- Discovery 12: Implement Single Site Extension Mobility
  - Task 1: Configure Extension Mobility
  - Task 2 Enabling Unified Mobility
- Discovery 13: Configuring Media Resources
  - Task 1: Third-Party SIP Phone Configuration Procedure
  - Task 2: Activate Services and Media Resource Availability
  - Task 3: Configure Meet-Me Directory Numbers
  - Task 4: Configure MRGs and MRGLs
- Discovery 14: Use Reporting and Maintenance Tools
  - Task 1: Run Reports Through Unified Reporting
  - Task 2: View Server Data Through RTMT
  - Task 3: Analyze Call History Using CDR Analysis and Reporting
- Discovery 15: Deploy an On-Premise Cisco Jabber Client for Windows
  - Task 1: Configure a SIP Trunk to Cisco IM&P
  - Task 2: Add Cisco Services Framework Device
  - Task 3: Create UC Services and Service Profile
  - Task 4: Configure End-User Settings
  - Task 5: Configure Cisco Jabber Client for Windows
- Discovery 16: Configure the Integration Between Unity Connection and
- CUCM
  - Task 1: Create SIP Trunk Security Profile
  - Task 2: Create a SIP Profile
  - Task 3: Create SIP Trunk to Unity Connection
  - Task 4: Create Routing to Unity Connection
  - Task 5: Create Voicemail Pilot and Profile
  - Task 6: Configure Unity Connection
  - Task 7: Test Integration With PhonerLite
- Discovery 17: Configure Voicemail Users
  - Task 1: Configure Authentication Rules
  - Task 2: Define Classes of Service
  - Task 3: Configure Holidays and Schedules
  - Task 4: Configure Templates
  - Task 5: Create New Voicemail Users
  - Task 6: Configure Roles to Provide Administrative Access
  - Task 7: Configure Caller Input and Alternate Greetings
  - Task 8: Configure Alternate Extension
- Discovery 18: Troubleshoot Cisco Unity Connection
  - Task 1: Prepare for Discovery
  - Task 2: Troubleshoot the Integration Between Cisco Unity Connection and Cisco UCM
  - Task 3: Troubleshoot Login Issues
  - Task 4: Troubleshoot Call Forward Issues
  - Task 5: Troubleshoot Unable to Add Mailbox Issue Task 6: Troubleshoot Direct Transfer

Voicemail

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