

Implementing Cisco Collaboration Applications (CAPPS)

Duration 5 Days

COURSE CONTENT

Integrating Cisco Unified Communications Applications (CAPPS) is a five-day course that prepares the learner for integrating Cisco Unity Connection, Cisco Unity Express, Cisco Unified IM and Presence, and video into a Collaboration deployment. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified IM and Presence and Cisco Jabber integration options with Cisco Unified Communications Manager.

COURSE OUTLINE

- **Module 1:** Cisco Unity Connection
 - Designing and Deploying Cisco Unity Connection
 - Integrating Cisco Unity Connection with Cisco Unified Communications Manager
 - Configuring Cisco Unity Connection Users, Templates and Class of Service
 - Configuring the Cisco Unity Connection System
 - Implementing Cisco Unity Connection Dial Plan and Call Management
 - Configuring Unified Messaging
 - Troubleshooting Cisco Unity Connection
 - Deploying Voice Mail Redundancy in Branch Offices
- **Module 2:** Cisco Unity Express
 - Designing and Deploying Cisco Unity Express
 - Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
 - Configuring Cisco Unity Express Users Accounts and Features
 - Configuring Call Routing with Cisco Unity Express Auto-Attendant
 - Troubleshooting Cisco Unity Express
- **Module 3:** Cisco Unified IM and Presence Implementation
 - Designing and Deploying Cisco Unified IM and Presence
 - Describing Cisco Unified Communications IM and Presence Components and Communication Flows
 - Integrating Cisco Unified Communications IM and Presence
 - Configuring Cisco Unified Communications IM and Presence Features and Implementing Cisco Jabber
 - Configuring Cisco Jabber Mobile and Integrating Directory Servers
 - Verifying and Troubleshooting Tools for Cisco Unified IM and Presence Components
- **Module 4:** Video Provisioning and Integration in a Unified Communications Deployment
 - Deploying Cisco Collaboration Systems Applications with Cisco Prime Collaboration
 - Describing Video Infrastructure
 - Describing Cisco TMS

WHO SHOULD ATTEND

- Channel Partners
- Customers
- Employees

PREREQUISITES

- Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, switching and routing
- Ability to configure and operate Cisco routers and switches and to enable VLANs and DHCP
- Basics of digital interfaces, PSTN, and VoIP
- Fundamental knowledge of converged voice and data networks and Cisco Unified Communications Manager deployments