



ACUCW2 - Administering Cisco Unified Communications Workspace Part 2: Advanced v10.x

Code: 1856

5 days

Course Overview

This hands-on, exclusive course builds on the foundation provided by ACUCW1 and focuses on advanced administration of Cisco Unified Communications Manager (CUCM) v10. In this course, you will learn to build the UC infrastructure, including deploying a variable-length on-net dial plan that supports multiple sites.

After learning how to configure the system, you'll discover how native presence and instant messaging and presence can enhance collaboration. You'll deploy a client services framework client, Jabber, and explore the challenges that are presented by the North American Numbering Plan (NANP).

You will explore bandwidth management and call admission control tools used to manage calling in a network with multiple sites. You will learn about mobility features, including device mobility, extension mobility, and unified mobility (single number reach), that are used in networks with multiple sites. You will configure hunt lists, call park options, and configure IP phone services.

Who Needs To Attend

- Administrators who need a more comprehensive understanding of the Cisco UC infrastructure
- Administrators, engineers, network architects, and integrators with overall responsibility for Cisco UC networks

Course Details

Topics Include

- Advanced CUCM architecture and terminology
- How the CUCM Service and Platform GUIs and CLI work
- Activate, start, and stop CUCM services
- Configure base CUCM components, such as date time groups, device pools, and Call Manager groups
- Build a dial plan including route patterns, route lists, and route groups supporting both the NANP and dialing in Europe
- Deploy line/device Class of Service using partitions and calling search spaces and translation

- patterns for call blocking
- Build a dial plan supporting multiple sites
- Investigate the challenges of the NANP
- Configure advanced Class of Service capabilities such as time of day routing, client matter codes, and forced authorization codes
- Hunt lists and their configuration
- Use bandwidth management and call admission control tools to control calls between sites
- CUCM mobility features: extension mobility, device mobility, and unified mobility (single number reach)
- Configure presence and BLF
- Configure Instant Messaging and Presence Server
- Configure Client Services Framework including Jabber Client
- Configure IP Phone Services

Course Outline

1. Cisco Unified Communications Manager Introduction

- Role of Cisco Unified Communications Manager, Its Architecture, and Its Deployment and Redundancy Options
- Performing Initial Cisco Unified Communications Manager Configuration
- Deploying Endpoints and End Users

2. CUCM Dial Plan and Calling Privileges

- Dial Plan Components
- Identifying Issues in a Multisite Implementation
- Identifying Multisite Deployment Solutions
- Implementing Calling Privileges
- Implementing Gateway Selection and PSTN Access Features

3. Bandwidth Management and Call Admission Control

- Managing Bandwidth
- Implementing Call Admission Control

4. Implementation of Features and Applications for Multisite Deployments

- Implementing Device Mobility
- Implementing Cisco Extension Mobility
- Implementing Cisco Unified Mobility

5. Cisco Native Presence

- Cisco Unified Communications Manager Native Presence

6. Cisco Unified Communications Manager IM&P

- Cisco Unified Communications Manager IM and Presence Service
- Enabling Cisco Unified Communications Manager IM and Presence Service

7. Implementing Call Coverage

- Implementing Call Coverage in Cisco Unified Communications Manager

8. Cisco IP Phone Services

- Deploying IP Phone Services

Prerequisites

For this advanced administrative course, you should have experience performing basic CUCM administrative tasks, including IP Phone moves, adds, as well as some exposure to the CUCM Administrative GUI. However, an understanding of router configuration i