

ICOMM (INTRODUCING CISCO VOICE AND UNIFIED COMMUNICATIONS ADMINISTRATION) 8.1

Objetivo

O treinamento introduz a arquitetura, componentes, funcionalidades e recursos em soluções Cisco Unified Communications e descreve atividades diárias, como monitoramento de sistema, mudanças e crescimento em Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, e Cisco Unified Presence. Após concluir o treinamento, o aluno estará apto a: Descrever os componentes da solução de Unified Communications Conhecer as interfaces de Administrador e Usuário final no Cisco Unified Communications Manager, no Cisco Unified Communications Manager Express, no Cisco Unity Express, no Cisco Unity Connection e no Cisco Unified Presence. Entender o fluxo de chamadas no Cisco Unified Communications Manager e no Cisco Unified Communications Manager Express. Executar tarefas de administração no Cisco Unified Communications Manager e no Cisco Unified Communications Manager Express. Descrever características de telefonia suportadas no Cisco Unified Communications Manager e no Cisco Unified Communications Manager Express. Administrar usuários utilizando o Cisco Unity Connection e o Cisco Unified Presence, além de habilitar as características mais comumente utilizadas em ambos. Descrever como manter a solução Cisco Unified Communications.

Público Alvo

Engenheiros, projetistas e analistas que trabalham com Telefonia IP; Administradores de rede ou responsáveis pela implementação, configuração e manutenção do Cisco Unified Communications Manager, Cisco Unity Connection e Cisco Unified Presence; Profissionais que pretendem obter a certificação CCNA-Voice;

Pré-Requisitos

Conhecimento em convergência de voz e dados; Conhecimentos básicos em Cisco IOS gateways; Conhecimentos básicos em Cisco Unified Communications Manager e Cisco Unity Connection;

Carga Horária

40 horas (5 dias).

Conteúdo Programático

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

Overview of Administrator and End-User Interfaces
Understanding Administrator Interfaces

Understanding End-User Interfaces

Call Flows in Cisco Unified Communications Manager and Cisco Unified Communications Manager Express

Understanding Call Flows and Call Legs

Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager

Understanding the Configuration Components Impacting Call Flows in Cisco Unified Communications Manager Express

Endpoint and End User Administration

Understanding Endpoint Characteristics and Configuration Requirements

Understanding Endpoint Implementation Options

Understanding End-User Characteristics and Configuration Requirements

Understanding End-User Implementation Options

Enablement of End User Telephony and Mobility Features

Understanding Telephony Features

Enabling Telephony Features

Understanding Mobility Features

Enabling Mobility Features

Enablement of Cisco Unity Connection and Cisco Unified Presence

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 Presence

Enabling Cisco Unified Presence

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 Voice Mail in Cisco Unity Connection

Understanding the Disaster Recovery System

Appendix: Implementing VLANs for Endpoints

Understanding VLANs

Understanding Trunking with 802.1Q

VLAN Infrastructure

Configuring Voice VLAN in Access Ports Using Cisco IOS Software

Configuring Trunk Ports Using Cisco IOS Software

Understanding Inter-VLAN Routing

Configuring Inter-VLAN Routing