

Cisco® Implementing Cisco® Collaboration Applications v1.0 (CAPPS)

Course Overview

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This is a 5-day class

Implementing Cisco Unified Communications Applications (CAPPS) v1.0 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



Who Should Attend

Network administrators and network engineers CCNP Collaboration candidates Systems engineers

Course Objectives

Upon completing this course, you will be able to meet these objectives: Implement Cisco Unity Connection in a Cisco Unified Communications Manager deployment Describe how to implement Cisco Unity Express in a Cisco Unified Communications Manager Express deployment Implement Cisco Unified IM and Presence and Cisco Jabber Desktop and Mobile using BYOD Integrate Cisco VCS and Cisco TMS into a Cisco collaboration deployment

Course Outline

1 Day One

Course introduction

Lesson 1-1: Designing and Deploying Cisco Unity Connection

Lesson 1-2: Integrating Cisco Unity Connection with Cisco Unified Communications Manager

Hardware Lab 1: Integrating Cisco Unity Connection with Cisco Unified Communications Manager

Hardware Lab 1: Integrating Cisco Unity Connection with Cisco Unified Communications Manager (Continued)

Lesson 1-3: Configuring Cisco Unity Connection Users, Templates, and Class of Service

Hardware Lab 2: Configuring Cisco Unity Connection Users

Hardware Lab 2: Configuring Cisco Unity Connection Users (Continued)

Lesson 1-4: Configuring the Cisco Unity Connection System

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2 Day Two

Hardware Lab 3: Configuring Cisco Unity Connection System Settings
Hardware Lab 3: Configuring Cisco Unity Connection System Settings (Continued)
Lesson 1-5: Implementing Cisco Unity Connection Dial Plan and Call Management
Hardware Lab 4: Implementing Cisco Unity Connection Call Management
Hardware Lab 4: Implementing Cisco Unity Connection Call Management (Continued)
Lesson 1-6: Configuring Unified Messaging
Hardware Lab 5: Configuring Cisco Unified Messaging
Hardware Lab 5: Configuring Cisco Unified Messaging (Continued)
Lesson 1-7: Troubleshooting Cisco Unity Connection
Lesson 1-8: Deploying Voice Mail Redundancy in Branch Offices

3 Day Three

Lesson 2-1: Designing and Deploying Cisco Unity Express
Lesson 2-2: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
Hardware Lab 7: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
Hardware Lab 7: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express (Continued)
Lesson 2-3: Configuring Cisco Unity Express User Accounts and Features
Hardware Lab 8: Configuring Cisco Unity Express System Settings and Users
Lesson 2-4: Configuring Call Routing with Cisco Unity Express Auto-Attendant
Hardware Lab 9: Implementing Call Routing with Cisco Unity Express Auto-Attendant
Lesson 2-5: Troubleshooting Cisco Unity Express
Lesson 3-1: Designing and Deploying Cisco Unified IM and Presence
Lesson 3-2: Describing Cisco Unified Communications IM and Presence Components and Communication Flows

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4 Day Four

Lesson 3-3: Integrating Cisco Unified Communications IM and Presence

Hardware Lab 11: Integrate Cisco Unified Communications IM and Presence with Cisco Unified Communications Manager

Hardware Lab 11: Integrate Cisco Unified Communications IM and Presence with Cisco Unified Communications Manager (Continued)

Lesson 3-4: Configuring Cisco Unified Communications IM and Presence Features and Implementing Cisco Jabber

Hardware Lab 12: Configure Cisco Unified Communications IM and Presence Features and Implement Cisco Jabber

Hardware Lab 12: Configure Cisco Unified Communications IM and Presence Features and Implement Cisco Jabber (Continued)

Hardware Lab 12: Configure Cisco Unified Communications IM and Presence Features and Implement Cisco Jabber (Continued)

Lesson 3-5: Configuring Cisco Jabber Mobile and Integrating Directory Servers

Lesson 3-6: Verifying and Troubleshooting Tools for Cisco Unified IM and Presence Components

5 Day Five

Lesson 4-1: Deploying Cisco Collaboration Systems Applications with Cisco Prime Collaboration

Hardware Lab 15: Provisioning with Cisco Prime Collaboration

Hardware Lab 15: Provisioning with Cisco Prime Collaboration (Continued)

Lesson 4-2: Describing Video Infrastructure

Lesson 4-3: Describing Cisco TMS

Hardware Lab 16: Deploying Cisco TMS and Video Applications