

Cisco® Voice Portal Implementation v8.0 (CVPI)

Course Overview

Students will define the tasks necessary for the Operation, Administration, Maintenance, and Provisioning (OAM&P) of Cisco Unified CVP as it is installed in a Comprehensive Cisco Unified Intelligent Contact Management (ICM) Enterprise environment.

This is a 5-day class



Who Should Attend

The following lists the skills and knowledge that learners either should have or will find that they need to fully benefit from this course:

- Cisco CCNA®
- Knowledge and skills equivalent to having attended the Cisco Voice over IP (CVOICE) course
- Knowledge and skills equivalent to having attended the Cisco IP Telephony Part 1 (CIPT1) course
- Experience and knowledge about Cisco Unified CCE

Course Outline

1 Cisco Unified CVP Technical Overview

Exploring Cisco Unified CVP
Describing Components and Capabilities
Exploring Deployment Models and Call Flows

2 Cisco Unified CVP Comprehensive

Examining Cisco Unified CVP Comprehensive
Upgrading, Installing, and Configuring Cisco Unified CVP Software
Configuring SIP and Cisco IOS Gateways for Cisco Unified CVP
Configuring Cisco Unified ICM Enterprise for Cisco Unified CVP
Configuring Cisco Unified Communications Manager for Cisco Unified CVP

3 Cisco Unified ICM Enterprise Scripting to Support Cisco Unified CVP

Introducing Scripting
Implementing Cisco Unified ICM Enterprise Scripting Microapplications
Configuring Cisco Unified ICM Enterprise Scripting Using Microapplications
Enabling Transfers and Reroute on No Answer

Cisco® Voice Portal Implementation v8.0 (CVPI)

4 Cisco Unified CVP VXML Overview

Exploring VXML
Installing and Configuring VXML
Exploring Courtesy Callback

5 Events, Log Files, and Reporting

Configuring Cisco Unified CVP Reporting
Utilizing Events and Log Files

6 Failover, Diagnostics, and Troubleshooting

Designing Failover and High Availability
Troubleshooting