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Learning Style: Virtual Classroom

Technology: Cisco

Difficulty: Beginner

Course Duration: 5 Days

Administering Collaboration Environments (CLACE)



Administering Collaboration Environments (CLACE)

Course Outline:

Define Collaboration Technology and Benefits

- Define Collaboration Benefits
- Describe On-Premise, Cloud, and Hybrid Deployments

- Describe On-Premise Collaboration Deployments
- Describe Cisco's Collaboration Endpoints
- Describe Cisco Collaboration On-Premise Edge Solutions
- Describe Cisco's Collaboration On-Premise Conferencing Solutions
- Describe Cisco Cloud Services

Administering Initial Parameters for Cisco Unified Communications Manager

- Understand the On-Premise Collaboration Deployment Models
- Describe The Cisco Unified CM Cluster Services
- Define Network requirements for Collaboration
- Define Network Services for Collaboration
- Navigate Cisco Unified CM
- Discovery 1: Configure Cisco Unified Communications Manager Initial Parameters
- Explore Cisco Unified CM Groups
- Discovery 2: Configure the Cisco UCM Core Systems Settings

Exploring Endpoints and the Registration Process

- Identify Cisco Endpoint Solutions
- Explore the Boot up Process of an Endpoint
- Describe Power Over Ethernet
- Discovery 3: Configure an Access Switch for an Endpoint
- Describe IP Network Settings
- Discovery 4: Deploy an IP Phone Through Auto and Manual Registration
- Discovery 5: Administer Endpoints in Cisco Unified Communications Manager

Managing Users in Cisco Unified Communications Manager

- Analyze Cisco UCM Users Types and Settings
- Describe Methods for Authenticating Cisco UCM Users
- Discovery 6: Create Local User Accounts
- Discovery 7: Adding Users in Cisco Unified Communications Manager

Describing a Basic Dial Plan

- Describe the Concepts of a Dial Plan and Call Routing
- Describe Elements of Call Routing
- Explore Digit Manipulation and Translation Patterns
- Discovery 8: Create a Basic Dial Plan

Describing Class of Service

- Explore the Concepts of Class of Control
- Discovery 9: Explore Partitions and Calling Search Spaces
- Discovery 10: Explore Private Line Automatic Ringdown (PLAR)

Enabling Endpoints and Features

- Configure a Cisco Jabber Endpoint in Cisco UCM
- Discovery 11: Implementing Common Endpoint Features (Configuring Hunt Groups and Call Coverage)
- Explore Mobility
- Discovery 12: Implement Mobility

Implementing Media Resources in Cisco Unified Communications Manager

- Media Resource Overview
- Media Resource Selection and Access Control
- Audio and Video Conference Bridge Devices
- Audio and Video Conference Bridge Integration Options
- Discovery 13: Configuring Media Resources

Reporting and Maintenance

- Explore the Troubleshooting Process
- Describe Reporting and Maintenance Tools
- Describe the Cisco Real-Time Monitoring Tool
- Discovery 14: Use Reporting and maintenance Tools

Describing Cisco Instant Messaging and Presence

- Describe Cisco IM and Presence Features and Architecture
- Clustering
- Describe Cisco IM and Presence Components and Communication Flows

Enabling Jabber

- Cisco Jabber Deployment Modes
- Discovery 15: Deploy an On-Premise Cisco Jabber Client for Windows

Configure Unity Connection Integration

- Overview of Cisco Unity Connection Integration
- SIP Integration
- Typical Integration Mistakes
- Integration Considerations
- Discovery 16: Configure the integration between Cisco Unity Connection and Cisco UCM
- Discovery 17: Configure Voicemail Users

Configuring Cisco Unity Connection Call Handlers

- Call handler Overview
- System Call Handler
- Caller Input
- Operator Call Handler
- Goodbye Call Handler
- Directory Handler

- Interview Handler

Troubleshooting Cisco Unity Connection

- Overview of Cisco Unity Connection Troubleshooting Options
- Integration Troubleshooting Tools
- Cisco Real-Time Monitoring Tool
- Discovery 18: Troubleshoot Cisco Unity Connection

Discovery Labs Discovery 1: Configure Cisco Unified Communications Manager Initial Parameters

- Task 1: Activate Services
- Task 2: Verify Settings

Discovery 2: Configure the Cisco UCM Core Settings

- Task 1: Configure Cisco Unified Communications Manager Group
- Task 2: Configure Phone NTP Reference
- Task 3: Configure Configure Date/Time Group
- Task 4: Configure Device Pools
- Task 5: Configure Feature Control Policy

Discovery 3: Configure an Access Switch for an Endpoint

- Task 1: Configure Voice and Data VLANs on the Switch
- Task 2: Verification of VLANs and Power Usage

Discovery 4: Deploy an IP Phone Through Auto and Manual Registration

- Task 1: Add a Phone Manually
- Task 2: Add a Phone using the Bulk Administration Tool
- Task 3: Create Universal Templates for Auto-registration
- Task 4: Add a Phone using Auto-Registration
- Task 5: Test and Use UnifiedFX PhoneView

Discovery 5: Administer Endpoints in Cisco Unified Communications Manager

- Task 1: Applying Phone Configurations
- Task 2: Add Line Buttons to Phones
- Task 3: Change Softkeys
- Task 4: Configure Speed Dials and Abbreviated Dials
- Task 5: Implement Native CUCM Presence

Discovery 6: Create Local User Accounts

- Task 1: Create New Local Users
- Task 2: Create a New Credential Policy for End Users

Discovery 7: Adding Users in CUCM

- Task 1: Change the Configurable Options for End Users
- Task 2: Assign Users to the Registered Phones
- Task 3: User Verification – Self Care Portal

Discovery 8: Create a Basic Dial Plan

- Task 1: Configure Route Groups
- Task 2: Configure a Route List
- Task 3: Add Route Patterns
- Task 4: Configure a Translation Pattern
- Task 5: Configure External Phone Number Masks
- Task 6: Configure Route List to Use the External Phone Number Mask
- Task 7: Configure Call Blocking with Route Patterns

Discovery 9: Explore Partitions and Call Search Spaces

- Task 1: Configure Partitions
- Task 2: Configure Calling Search Spaces
- Task 3: Assign Partitions and Calling Search Spaces using the Traditional Approach
- Task 4: Assign Partitions and Calling Search Spaces to Route Patterns and Gateways
- Task 5: Configuring the Line/Device Approach
- Task 6: Assign Calling Search Spaces using the Line/Device Approach
- Task 7: Using the Bulk Administration Tool Update Capabilities

Discovery 10: Explore PLAR

- Task 1: Configure Partitions and Search Spaces for PLAR
- Task 2: Configure SIP Phone for PLAR

Discovery 11: Implement Common Endpoint Features (Configuring Hunt Groups and Call Coverage)

- Task 1: Create a Line Group
- Task 2: Create a Hunt List
- Task 3: Create a Hunt Pilot
- Task 4: Test Call Distribution
- Task 5: Configure Final Forwarding
- Task 6: Configure Call Queueing
- Task 7: Configure Call Pickup Groups
- Task 8: Configure Call Park
- Task 9: Configure Directed Call Park

Discovery 12: Implement Single Site Extension Mobility

- Task 1: Configure Extension Mobility
- Task 2 Enabling Unified Mobility

Discovery 13: Configuring Media Resources

- Task 1: Third-Party SIP Phone Configuration Procedure
- Task 2: Activate Services and Media Resource Availability
- Task 3: Configure Meet-Me Directory Numbers
- Task 4: Configure MRGs and MRGLs

Discovery 14: Use Reporting and Maintenance Tools

- Task 1: Run Reports Through Unified Reporting
- Task 2: View Server Data Through RTMT
- Task 3: Analyze Call History Using CDR Analysis and Reporting

Discovery 15: Deploy an On-Premise Cisco Jabber Client for Windows

- Task 1: Configure a SIP Trunk to Cisco IM&P
- Task 2: Add Cisco Services Framework Device
- Task 3: Create UC Services and Service Profile
- Task 4: Configure End-User Settings
- Task 5: Configure Cisco Jabber Client for Windows

Discovery 16: Configure the Integration Between Unity Connection and CUCM

- Task 1: Create SIP Trunk Security Profile
- Task 2: Create a SIP Profile
- Task 3: Create SIP Trunk to Unity Connection
- Task 4: Create Routing to Unity Connection
- Task 5: Create Voicemail Pilot and Profile
- Task 6: Configure Unity Connection
- Task 7: Test Integration With PhonerLite

Discovery 17: Configure Voicemail Users

- Task 1: Configure Authentication Rules
- Task 2: Define Classes of Service
- Task 3: Configure Holidays and Schedules
- Task 4: Configure Templates
- Task 5: Create New Voicemail Users
- Task 6: Configure Roles to Provide Administrative Access
- Task 7: Configure Caller Input and Alternate Greetings
- Task 8: Configure Alternate Extension

Discovery 18: Troubleshoot Cisco Unity Connection

- Task 1: Prepare for Discovery
- Task 2: Troubleshoot the Integration Between Cisco Unity Connection and Cisco UCM
- Task 3: Troubleshoot Login Issues
- Task 4: Troubleshoot Call Forward Issues
- Task 5: Troubleshoot Unable to Add Mailbox Issue
- Task 6: Troubleshoot Direct Transfer to Voicemail

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