

Integrating Cisco Unified Communications Applications

Duration: 5 Days Course Code: CAPPS

Overview:

In the Integrating Cisco Unified Communications Applications (CAPPS) course, you will practice configuring and integrating Cisco's call management and voice mail systems from scratch. You will work with Cisco Unity Connection, which is integrated with Cisco Unified Communications Manager (CUCM), and with Cisco Unity Express, integrated with CUCM Express. You'll focus on voice mail administration and presence administration. You will learn how to add users, configure Class of Service, schedules, and distribution lists, and set up AutoAttendants for both systems. You'll connect your voice mail systems using Voice Profile for Internet Mail (VPIM) networking. You will also learn how to integrate the Cisco Unified Presence server with CUCM, deploy the Cisco Unified Personal Communicator (CUPC) client with desk phone control, and integrate Unity Connection for CUPC access.

Target Audience:

This course is designed for: Network administrators and network engineers CCNP Voice candidates Systems engineers

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
- Integrate Cisco Unity Connection with CUCM
- Unity Connection System Settings, Schedules, and Distribution Lists
- Integrate Unity Connection with Microsoft Active Directory
- Use Cisco Unity Connection Partitions and Search Spaces
- Implement Cisco Unity Connection Call Management
- Build an Audiotext Application using the Opening Greeting, Interview, and Call Handlers
- Configure Directory Call Handlers
- Configure Cisco Unity Connection Users, Class of Service, and Roles
- Set Up Message Notification
- Monitor and Troubleshoot Cisco Unity Connection and Cisco Unity Express
- Integrate Cisco Unity Express with CUCM Express
- Unity Express System Settings, Schedules, and Distribution Lists
- Configure Cisco Unity Express Users and Class of Service
- Unity Express Voice Mail Features, such as VoiceView and IMAP Messaging
- Configure the Cisco Unity Express AutoAttendant
- VPIM
- Cisco Unified Presence
- Configure CUCM for CUPS Integration
- Cisco Unified Presence and How to implement Cisco Unified Personal Communicator
- Configure CUPC Clients for Presence and Desk Phone Control
- Deploy IP Phone Messenger
- Configure Unity Connection Integration with Call Manager
- Troubleshoot Cisco Unified Presence

Prerequisites:

To gain the prerequisite skills and knowledge, Cisco strongly recommends the knowledge of the following courses:

- Introducing Cisco Voice and UC Administration (ICOMM)
- Implementing Cisco Unified Communications Voice over IP and QoS (CVOICE)

Testing and Certification

Recommended preparation for exam(s):

- 642-467 - Integrating Cisco Unified Communications Applications (CAPPS)
CAPPS is one of the courses required for the **Cisco Certified Network Professional CCNP Voice** Certification

Content:

Introduction to Voice Mail

- General Requirements for Voice Mail Integration

Cisco Unity Connection in a CUCM Environment

- Integration with CUCM
- Configuring Unity Connection
- Using Partitions and Search Spaces
- Implementing Call Management
- Configuring Users
- Monitoring and Troubleshooting

Cisco Unity Express Implementation in CUCM Express Environment

- Basics of Unity Express
- Integration with CUCM Express
- Configuring Unity Express
- Configuring User Accounts
- AutoAttendant
- Troubleshooting

Voice Profile for Internet Mail Implementation (VPIM)

- Implementing VPIM in Unity Connection
- Implementing VPIM in Unity Express

Cisco Unified Presence Implementation

- Components and Communication Flows
 - Integrating Unified Presence
 - Configuring Features
 - Implementing Unified Personal Communicator
 - Verifying and Troubleshooting Tools
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Further Information:

For More information, or to book your course, please call us on +254 713 027 191

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