
Cisco Unified Collaboration for Account Managers

Duration: 2 Days **Course Code: UCBCAM**

Overview:

The Cisco Unified Collaboration Bootcamp for Account Managers (UCBCAM) course covers all the information that a Cisco Collaboration Account Managers will need to know to successfully recommend and position a Cisco Unified Collaboration solution for their customers.

Target Audience:

This course is designed for: Cisco Channel Partner Account Managers who sell Cisco Collaboration Architecture based solutions.

Objectives:

- Upon completing this course, the learner will be able to meet these overall objectives:
 - Describe Cisco Unified Communications Manager , Communication Manager Business Edition and Communication Manager Express including its functions, architecture, deployment and redundancy options (SRST, CME-SRST and E-SRST)
 - Describe the main components of UCS solution (B and C series)
 - Describe Cisco Communication Manager Session Management Edition Solution
 - Identify different VXC clients , Cisco Cius and solution architecture.
 - Identify the difference between CUWL and UCL Licensing Model , how to order each type and Enterprise License Manager (ELM)
 - Identify the different mobility solutions including Mobile Connect and Mobile Voice Access
 - Describe Cisco Jabber for desktop and for mobile (iPhone, iPad, Android) clients , architecture and Ordering
 - Describe the CUCi-Lync solution and ordering options
 - Unity Connection 9.x as Unified Messaging solution ,SRSV (Survivable Remote Site Voice Mail) Updates and Visual Voicemail
 - Understand the Collaboration Prime products portfolio.
 - Describe the Cisco Unified Contact Center Express 9.x Architecture and Updates
 - Describe Cisco Telepresence and Video Conference Solutions including VCS , TMS , C series Endpoints and CTS 1000 , 3000 and TX9000
 - Describe the different Cisco MeetingPlace 8.x/WebEx and WebEx Cloud Connected Audio (CCA) deployment options.
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Prerequisites:

The knowledge and skills that a learner must have before attending this course are as follows:

- Working knowledge of fundamental terms and concepts of computer networking including LANs.
 - Basics of digital interfaces, PSTN, and VoIP.
 - Fundamental knowledge of converged voice and data networks.
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Content:

Cisco Unified CM

- Cisco Unified Communication Manager (CUCM, CME and CUCM-BE)
- Cisco Unified Communication Manager Branch Offices
- Cisco UCS Servers
- Cisco License Models and Enterprise License Manager (ELM)
- Cisco Unified Communications Manager Session Management Edition
- Cisco Cius/VXI Clients

Cisco Unified Messaging

- Cisco Unity Connection 9.x
- Cisco Unity Express

Cisco Prime UC Management suite

- Cisco Prime Collaboration Manager
- UPM, UOM, USM, UCMS

Cisco Unified Collaborative Clients

- Cisco Jabber for Desktop
- Cisco Jabber for Mobile (iPhone, iPad, Android)
- CUCi-MOC/Lync

Mobile Applications

- Cisco Unified Mobility Overview

Cisco Unified Meeting Place

- Cisco Unified MeetingPlace 8.x/WebEx updates and WebEx CCA architecture Overview
- MeetingPlace mobile applications

Cisco Unified Contact Center

- Cisco Unified Contact Center Express Overview and Updates

Digital Media Suite

- Cisco Medianet Overview
- Digital Signs
- Cisco Show and Share
- Cisco Cast
- MXE

TelePresence and Video Solution

- Cisco Telepresence Solutions Overview
- Cisco TelePresence Endpoints
- Cisco Telepresence Video Communication Server
- TelePresence Conferencing Portfolio and TelePresence Server
- Cisco TelePresence Recording Server and TelePresence Content Server
- Management Infrastructure
- Cisco Telepresence Commercial Express

Further Information:

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

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