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## Cisco Unified Collaboration for System Engineers

**Duration: 3 Days**    **Course Code: UCBCSE**

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### Overview:

The Cisco Unified Collaboration Bootcamp for System Engineers (UCBCSE) course covers all the information needed by the Cisco Collaboration System Engineer and Field Engineer to successfully design and implement a Cisco Unified Collaboration solution.

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### Target Audience:

This course is designed for: System Engineers and Field Engineers working on Cisco Unified Collaboration and Video Solutions.

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### 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.
  - Ability to configure Cisco IOS gateways with traditional and VoIP call legs.
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## Content:

### Deploying Cisco Unified Communications Manager

- Cisco Unified CM deployment options
- SRSX (SRST and SRSV)
- SAF/CCD Overview
- Cisco Unified Communications Manager End User Features
- Cisco Unified CM 9.x New features (URI dialing , Native Call Queuing , etc...)

### Cisco Unified Mobility

- Implementing Cisco Unified Mobility

### Deploying Cisco Unity Connection Unified Messaging

- Design Cisco Messaging solutions
- Integrating Cisco Unity Connection with Cisco Unified CM

### Deploying Cisco Unified Collaborative Clients

- Design and Implement Cisco Jabber for Desktop
- Design Cisco Jabber for Mobile (iPhone, iPad and Android)
- CUCi Lync Architecture and Deployment

### Cisco Unified MeetingPlace 8.x Deployment Options

- Cisco Unified MeetingPlace Deployment options

### Design and Deploy Cisco TelePresence

- Identify TP requirements
- Design Cisco Unified CM and VCS solution
- Integrating Cisco Unified CM TelePresence with Cisco VCS using:
  - TP Server
  - MXE
  - Cisco Unified CM native support for Cisco TelePresence MCU , E20, C series
  - Cisco VCS Firewall Traversal solution
  - Cisco TelePresence Conductor
  - WebEx One Touch

### Cisco Unified Contact Center Express 9.x

- Deployment Options
- CCX 9.0 New features
- Basic Integration
- CAD and CSD

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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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