Training Course:
Administring Cisco Unified Communications Workspace

5 - 9 January 2025
Dubai (UAE)

Training Course:
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Training Course code: IT235448 From: 5 - 9 January 2025 Venue: Dubai (UAE) - Training Course Fees: 4565 ￡ Euro

Introduction

The "Administering Cisco Unified Communications Workspace" training program is meticulously designed to equip participants with the in-depth knowledge and practical skills required to effectively manage and administer Cisco's comprehensive suite of Unified Communications solutions. In an era where seamless communication is crucial for business success, understanding the intricate workings of the Cisco Unified Communications system is essential for IT professionals responsible for maintaining robust and efficient communication networks.

This training will cover the architecture and key components of Cisco Unified Communications, focusing on Cisco Unified Communications Manager CUCM as the backbone of the system. Participants will learn how to configure, manage, and troubleshoot voice and video communication solutions within the Cisco Unified Communications framework. The course also emphasizes best practices for ensuring optimal performance, security, and user satisfaction.

By engaging in hands-on labs and real-world scenarios, participants will gain practical experience that can be directly applied to their work environments. This comprehensive training is designed to transform participants into proficient administrators capable of handling the complexities of modern unified communications systems.

Target Audience

This program is ideal for:

- Network administrators

- System engineers

- IT professionals

- Anyone responsible for managing Cisco Unified Communications environments

Objectives

By the end of this training, participants will be able to:

- Understand the architecture and components of the Cisco Unified Communications system

- Configure and manage Cisco Unified Communications Manager

- Implement voice and video communication solutions

- Troubleshoot common issues in Cisco Unified Communications environments

- Ensure optimal performance and security of the communications system

Outlines

Day 1:

Introduction to Cisco Unified Communications

- Overview of Cisco Unified Communications

- Key Components and Architecture

- Benefits of Unified Communications

- Understanding Cisco Unified Communications Manager CUCM

- Initial Setup and Configuration

Day 2:

Configuring Cisco Unified Communications Manager

- Understanding CUCM Administration

- User and Device Configuration

- Call Routing and Dial Plans

- Configuring Media Resources

- Managing User Profiles and Access Control

Day 3:

Implementing Voice and Video Solutions

- Voice and Video Fundamentals

- Configuring IP Phones and Video Endpoints

- Implementing Voicemail and Unified Messaging

- Configuring Conference and Collaboration Tools

- Managing Call Features and Services

Day 4:

Troubleshooting and Maintenance

- Common Issues and Resolutions

- Monitoring and Analyzing System Performance

- Using Diagnostic Tools and Logs

- Performing Regular Maintenance Tasks

- Backup and Restore Procedures

Day 5:

Ensuring Security and Optimal Performance

- Securing Cisco Unified Communications Environment

- Implementing Encryption and Secure Protocols

- Managing Network Bandwidth and QoS

- Performance Tuning and Optimization Techniques

- Final Review and Q&A Session

Registration form on the Training Course: Administring Cisco Unified Communications Workspace

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