



Training Library

Using the Training Library

On this tab you can find training resources to help you learn more about Cisco Unified Communications. The training resources are organized by audience:

- [General Training](#) contains links to courses and videos on demand (VODs) for a general audience.
- [Training Available to Partners](#) contains resources for Cisco authorized partners and resellers.
- [Training Available to Cisco Employees](#) contains resources available for internal use only.

These categories list both online and instructor-led courses and downloadable VODs.

General Training

These Cisco training websites provide training on all Cisco products and technologies and are available to a general audience.

- Cisco Learning Connection
http://www.cisco.com/web/learning/le31/le46/learning_customer_e-learning_connection_tool_launch.html
- Learning Locator Course List
<http://www.cisco.com/cgi-bin/front.x/wwtraining/CELC/index.cgi?action=CourseList>

Quick Learning Modules

Quick learning modules (QLMs) are short e-learning modules that discuss and describe various aspects of Unified Communications systems in 15- to 20-minute timeframes. The QLM training page is available at the following URL.



Note

The QLM modules on this page will start playing immediately when you click the topic links. Use the controls at the bottom of the page to pause or stop.

http://www.cisco.com/E-Learning/bulk/public/celc/uc_qlm/qlm_index.htm

The QLM modules have the following topics:

- Unified Communications Architecture

- Unified Communications Systems Release Approach
 - Unified Communications Architecture Focus Areas
- Unified Communications Installation and Upgrade
 - Deploying DHCP Server on Unified CallManager 5.0
 - Unified CallManager 5.0 Directory Integration
 - Deploying AutoQoS on Wan Routers
 - Unified Communications Deployment Methods
 - Unified Communications IP Telephony Architecture
 - Unified IPCC 7.0 Enterprise Deployment Models
 - Unified IPCC Express 4.5 Deployment Models
 - Unified Communications IP Telephony Deployment Models
 - Unified Communications QoS for Security
 - Unified Communications RSVP Overview
- Unified Communications Troubleshooting
 - Unified Communications Systems Approach to Troubleshooting

Videos for the Prepare and Plan Phase

View these downloadable videos for general training on planning Cisco Unified Communications systems. If you do not already have a guest password, you will be prompted to create one.

- [Unified Communications System Overview](#)

This video describes the system release approach. It presents the system components at a high level; describes system bundles, pricing, and services; and outlines the deployment models and migration strategies.
- [Unified Communications System Architecture](#)

This video describes the purposes and uses of the system architecture components. It details the SRND-recommended deployment models and describes the changes to the deployment models for Cisco Unified CallManager and Cisco Unity. It also covers security and network management recommendations.

 - [Part 1: Unified Communications Architecture](#)
 - [Part 2: Contact Center Architecture](#)

Videos for the Implementation Phase

View these videos for general training on implementing Cisco Unified Communications systems.

- [Unified Communications System Install and Upgrade](#)

This group of videos summarizes the system components and illustrates the uses of the reference architectures. They describe preparing and planning for an upgrade; an outline of the upgrade process; and recommendations for efficient upgrading. They also identify functionality changes and special application integration notes.

Training Available to Partners

Cisco offers a variety of training resources to partners. See these Cisco training websites for training on all Cisco products and technologies:

- Partner E-Learning Connection

http://www.cisco.com/web/learning/le36/learning_partner_e-learning_connection_tool_launch.html

- Learning Locator Course List

<http://www.cisco.com/pcgi-bin/front.x/wwtraining/CELC/index.cgi?action=CourseList>

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 - Unified Communications Systems Approach to Troubleshooting

Cisco Learning Partner Courses

Cisco Learning Partners, Cisco Learning Solutions Partners, and their sponsored organizations are the authorized commercial source for Cisco training. These courses are created by Cisco product teams and certified Cisco instructors. They are available in instructor-led or live e-learning lab-based formats as well as custom online learning options. For a list of Cisco Unified Communications and other related courses, see the following URL:

http://www.cisco.com/web/learning/le31/le29/learning_recommended_training0900aecd800d8552.html

Cisco Unified Communications Courses

This section contains descriptions of Cisco Unified Communications courses for account managers, systems engineers, and other sales personnel.

ASPIRE Cisco Unified Communications Workshops

- [Cisco Unified Communications ASPIRE!™ Workshop](#)

This workshop is designed for account managers, product sales specialists, systems engineers, and sales management personnel who want to understand how to better position the business value of the Cisco Unified Communications release and its new capabilities with an executive-level audience outside the IT organization. Click the course name above for a full course description and information on how to register.

- [Cisco Unified Communications WIIFY!™ Workshop](#)

This workshop is designed for account managers, product sales specialists, systems engineers, and sales management personnel who have previously participated in the two-day Cisco Unified Communications ASPIRE!™ Workshop and who would like to reinforce those consultative selling concepts in the context of the new capabilities delivered as part of the Cisco Unified Communications release. Click the course name above for a full course description and information on how to register.

ANI Cisco Unified Communications Courses

- [Cisco Unified Communications Deep Dive Application Selling](#)

The challenge for the Cisco and partner account teams is to understand the relationship between technology solutions, business processes, and keys to customer business success. The Cisco Unified Communications portfolio provides structure and intelligence to business communications, enabling organizations to streamline and integrate their communications more closely with business processes, making them more competitive in their market. Cisco Unified Communications Deep Dive Application Selling teaches the account manager how to become the critical link between customer issues and Cisco solutions by recognizing the critical success factors of customer stakeholders and relating the Cisco Unified Communications solutions to the achievement of these factors. Click the course name above for a full course description and information on how to register.

- [Unified Communications Advanced Selling](#)

While knowledge of the technical aspects, features, and functions of products is important, positioning the business benefits of solutions is what really wins campaigns. Cisco Unified Communications Advanced Selling takes the account manager from technical knowledge to effective positioning and business application. The course leverages the account manager's existing understanding of the Cisco IP telephony portfolio to position Cisco Unified Communications as a

compelling differentiator essential to businesses as they confront the business challenges of today and well into the future. Click the course name above for a full course description and information on how to register.

Training Videos for Cisco Unified CallManager

See [Table 8-1](#) for a list of Cisco Unified CallManager training videos. These training videos require a partner login.

Table 8-1 Cisco Unified CallManager Training Videos

Video and Link	Description
CallManager 5.0 Overview	Cisco Unified CallManager 5.0 Overview
Installation and Upgrade	Cisco Unified CallManager Installation and Upgrade
System Management	Cisco Unified CallManager System Management
APIs and Interfaces	Cisco Unified CallManager APIs and Interfaces
Customer Advocacy CM 5.0 Services (link available in a future release)	Cisco Unified CallManager Customer Advocacy CM 5.0 Services
Directory Integration & Authorization	Cisco Unified CallManager Directory Integration and Authorization
Platform Access	Cisco Unified CallManager Platform Access
RSVP	Cisco Unified CallManager RSVP
SCCP and SIP Phones	Cisco Unified CallManager SCCP and SIP Phones
Security	Cisco Unified CallManager Security
SIP Trunks	Cisco Unified CallManager SIP Trunks
Solution Bundling	Cisco Unified CallManager Solution Bundling
TFTP, CTI and Applications	TFTP, CTI, and Applications
Video Telephony	Video Telephony

Training Available to Cisco Employees

Cisco offers a variety of training resources to employees. These Cisco training websites provide training on all Cisco products and technologies:

- [Partner E-Learning Connection](#)
- [Learning Locator Course List](#)

The Unified Communications System Launch page contains links to numerous learning resources:

<http://wwwin.cisco.com/marketing/ptmo/voice/solutions/launches/unified/index.shtml>

A complete listing of Unified Communications System learning videos is also available:

<http://wwwin.cisco.com/marketing/ptmo/voice/solutions/launches/unified/vods.shtml>

