



CHAPTER 9

Training Library

Using the Training Library

This tab includes 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, downloadable VoDs, and links to online events and webcasts.

Play the short [Cisco Unified Communications Simulation Challenge](#) to see if you can become a champion migrator.

General Training

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

- [The Cisco Learning Network](#)
- [Global Learning Partner Locator](#)
- [Online events and webcasts](#)
- [Cisco Press self-study resources](#)

Training Available to Partners

Cisco offers a variety of training resources to partners. This topic describes some courses that are specific to Cisco Unified Communications System Release 7.x.

Several Cisco Unified Communications training VoDs are available on the [Cisco Unified Communications System 7.x](#) launch page. Click the Tools & Training tab on the launch page for more information on partner training.

[Cisco Lifecycle Services Advanced Unified Communications](#) provides a high-level overview of the Cisco Lifecycle approach, including the PPDIOO model.

For training information on all Cisco products and technologies, see the following sites.

**Note**

To access these sites, you must be registered as an employee of a Cisco Channel Partner company.

- [Partner Education Connection](#)
- [Global Learning Partner Locator](#)

Partner Education Connection Courses

Partner Education Connection (PEC) courses are the primary learning source for Cisco Channel Partners. PEC provides training on products, tools, and solutions.

Use the following e-learning modules for information on the Cisco Unified Communications system:

- [QuickStart](#)

These web-based modules prepare partners to sell Cisco Unified Communications System solutions. These course cover selling strategies, pricing, and customer testimonials.

- [Experience Cisco Collaboration Roadshow](#)

The following VODs and web-based training modules focus on Cisco's Collaboration portfolio:

- [Unified Communications 7.0 Overview](#)
- [Application/Migration Selling Strategies](#)
- [Cisco Unified Workspace Licensing](#)
- [Mobility & Cisco Unified Applications Environment](#)
- [Unified Communications Clients and Presence](#)
- [Provisioning and Network Management](#)
- [Cisco Unified Communications Manager and End Points](#)
- [Cisco WebEx, Unified Communications, and WebEx Connect Integration](#)
- [MeetingPlace, Unified Messaging & Advance Unified Communications Specialization Updates](#)

- [Partner Beta Training](#)

This VoD provides information on what is new in the Cisco Unified Communications System Release 7.0. It covers call control, messaging, collaboration, management, contact center (both Express and Enterprise), and provides information on security products.

- [Cisco Unified Communications Architecture and Design](#)

These web-based modules address identifying the features of the Cisco Unified Communications system and teaching the Cisco methodology for implementing Voice over Data networks.

Cisco Learning Partner Courses

[Training from Cisco Learning Partners](#) provides a comprehensive set of training resources, from instructor-led courses to remote access labs and e-learning solutions. These companies are the only organizations to employ Certified Cisco Systems Instructors and deliver Cisco authorized and approved content, including product-specific training, technology training, and certification-preparation courses.

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 Opening Presentation](#)

This presentation kicks off the Cisco Unified Communications ASPIRE!™ Workshops. It focuses on changes in the Unified Communications market and what we need to do to enhance our success at selling converged infrastructures and applications. Click the course name above to open the presentation.

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

This workshop is designed to empower sales teams who want to understand how to more effectively create demand for the business value of Cisco Unified Communications with an executive-level audience outside the IT organization.

For more information on APSIRE workshops, go to:

http://www.aspiregroup.com/knowledge_center.html

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.

Training Available to Cisco Employees

Cisco offers a variety of training resources to employees. These Cisco Unified Communications system launch page and training websites provide training on all Cisco products and technologies:

- [Partner Education Connection](#)
- [Global Learning Partner Locator](#)
- [QuickStart](#) (click Unified Communications)

The Cisco Unified Communications System Release 7.x quickstart includes a summary of new features in most Unified Communications products, new specialization programs, and updates to Cisco Unified Workspace Licensing.

- [Cisco Collaboration Launch](#) 

