Learning Services

Cisco Training on Demand

Implementing Cisco Unified Communications Applications (CAPPS)

Overview
Implementing Cisco® Unified Communications Applications (CAPPS) Version 1.0 is a Cisco Training on Demand course. It prepares you for integrating Cisco Unity Connection, Unity Express, Unified Presence (includes IM), and video into a collaboration deployment. The course describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms, as well as Cisco Unified IM and Presence and Cisco Jabber® integration options with Cisco Unified Communications Manager.

Interested in purchasing this course in volume at discounts for your company? Contact ctod-sales@cisco.com.

Duration
The CAPPS Training on Demand course is a self-paced course based on the 5-day instructor-led training version. The course consists of 22 sections of instructor video and text totaling more than 7 hours of instruction along with interactive activities, 9 hands-on lab exercises, content review questions, and challenge questions.

Target Audience
The primary target audiences for this course are those preparing for the 300-085 CAPPS exam, network administrators, and network engineers who are CCNP® Collaboration candidates. Secondary audiences are systems engineers who are interested in broadening their learning and experience in the Cisco Collaboration environment.
Objectives

After completing this course, you should be able to:

● Implement Cisco Unity Connection in a Cisco Unified Communications deployment
● Describe how to implement Cisco Unity Express in a Cisco Unified Communications Express deployment
● Implement Cisco Unified IM and Presence and Cisco Jabber Desktop and Mobile using a bring-your-own-device (BYOD) configuration.
● Integrate Cisco Video Communication Server (VCS) and Cisco TelePresence® Management Suite into a Cisco Collaboration deployment

Course Prerequisites

The knowledge and skills recommended before attending this course are:

● Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, switching, and routing
● Ability to configure and operate Cisco routers and switches and to set up VLANs and Dynamic Host Configuration Protocol (DHCP)
● Basics of digital interfaces, public switched telephone networks (PSTNs), and voice over IP (VoIP)
● Fundamental knowledge of converged voice and data networks and Cisco Unified Communications Manager deployments

Course Outline

● Course Introduction
● Section 1: Designing and Deploying Cisco Unity Connection
● Section 2: Integrating Cisco Unity Connection with Cisco Unified Communications Manager
● Section 3: Configuring Cisco Unity Connection Users, Templates, and Class of Service
● Section 4: Configuring the Cisco Unity Connection System
● Section 5: Implementing Cisco Unity Connection Dial Plan and Call Management
● Section 6: Configuring Unified Messaging
● Section 7: Troubleshooting Cisco Unity Connection
● Section 8: Deploying Voice Mail Redundancy in Branch Offices
● Section 9: Designing and Deploying Cisco Unity Express
● Section 10: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
● Section 11: Configuring Cisco Unity Express User Accounts and Features
● Section 12: Configuring Call Routing with Cisco Unity Express Autoattendant
● Section 13: Troubleshooting Cisco Unity Express
● Section 14: Designing and Deploying Cisco Unified Communications IM and Presence Service
● Section 15: Describing Cisco Unified Communications IM and Presence Service Components and Communication Flows
● Section 16: Integrating Cisco Unified Communications IM and Presence
- Section 17: Configuring Cisco Unified Communications IM and Presence Service Features and Implementing Cisco Jabber
- Section 18: Configuring Cisco Jabber Mobile and Integrating Directory Servers
- Section 19: Verifying and Troubleshooting Tools for Cisco Unified Communications IM and Presence Service Components
- Section 20: Deploying Cisco Collaboration Systems Applications with Cisco Prime Collaboration
- Section 21: Describing Video Infrastructure
- Section 22: Describing Cisco TelePresence Management Suite

Labs Outline

This course contains nine hands-on lab exercises.

**Figure 1.** Topology for All Labs to Implement Cisco Unified Communications Applications

The labs included in this course are:

- Discovery Lab 2.13: Integrating Cisco Unity Connection with Cisco Unified Communications Manager
- Discovery Lab 3.5: Configure Cisco Unity Connection Users
- Discovery Lab 4.17: Configure Cisco Unity Connection System Settings
- Discovery Lab 5.18: Implement Cisco Unity Connection Call Management
- Discovery Lab 6.15: Configure Cisco Unified Messaging
- Discovery Lab 16.18: Integrate Cisco Unified Communications IM and Presence Service with Cisco Unified Communications Manager
Discovery Lab 17.16: Configure Cisco Unified Communications IM and Presence Service Features and Implements Cisco Jabber

Discovery Lab 19.17: Troubleshoot Cisco Unified Communications IM and Presence Service

Discovery Lab 20.18: Provision with Cisco Prime™ Collaboration

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