Learning Services

Cisco Prime Collaboration Provisioning

Cisco Prime™ Collaboration Provisioning is a reliable and scalable web-based provisioning solution to manage a company’s critical next-generation communications services. The Cisco Prime Collaboration Provisioning course teaches students how to effectively use the provisioning application. The focus of this course is to have you configure and use this product to learn how to provision Cisco® Unified Communications initial deployments, as well as to provide ongoing operational provisioning and activation services for individual endpoint changes.

You learn how to configure Cisco Prime Collaboration Provisioning to meet your Unified Communications requirements using business abstractions such as domains, service areas, user roles, and policies. After the design is complete, you use the Cisco Prime Collaboration Provisioning application to manage users, order products and services for users, provision the Cisco Unified Communications infrastructure devices, track phone and directory numbers in an inventory, implement business abstractions for workflow processes that might require approving orders for delegation, and configure provisioning attributes that are applied to the services on an order during activation. You reinforce what is discussed in the lecture using hands-on lab exercises.

Duration
2 days

Target Audience
The following are the primary audience for this course:

- Cisco Unified Communications administrators
- Cisco Prime Collaboration system administrators
- Cisco Unified Communications system integrators, professional services, and consultants
Course Objectives

After completing this course, you should be able to:

- Describe what is meant by the term **unified communications** and describe the management space and the Cisco suite of products for managing Cisco Unified Communications
- Discuss the associated network management needs and challenges
- Effectively use Cisco Prime Collaboration Provisioning to:
  - Auto-configure a Unified Communications environment by domains and service areas
  - Load end-user data or migrate existing user data
  - Administer individual adds, updates, or deletes through a single interface and synchronize it across the Unified Communications environment
  - Easily configure services using templates, keyword substitutions, and automatic service provisioning for new users
  - Roll out new users and services in batch provisioning
  - Push infrastructure configurations out to new networks

After completing this 2-day course, you should be able to use these products to provision Cisco Unified Communications networks, consisting of Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity® solution, Cisco Unity Express, and Cisco Unity Connection. You can meet these objectives by applying the information learned in the lectures through hands-on lab exercises.

Course Prerequisites

Following are the prerequisites for this course:

- Basic web browser usability knowledge
- TCP/IP networking experience
- Basic Cisco router and switch configuration experience
- Basic IP telephony network administration skills
- Familiarity with the implementation and administration of the following applications:
  - Cisco Unified Communications Manager
  - Cisco Unified Communications Manager Express
  - Cisco Unity solution
  - Cisco Unity Express
  - Cisco Unity Connection

Course Outline

The course outline is as follows:

Module 1: Introduction

- Lesson 1: Overview of Unified Communications
- Lesson 2: Provisioning Unified Communications
- Lesson 3: Cisco Prime Collaboration Overview
Module 2: Cisco Prime Collaboration Provisioning

- Lesson 1: Getting Started
- Lesson 2: Setup and Deployment
  - Domains, Service Areas, Templates, Roles
  - Auto-provisioning of Services
- Lesson 3: Order End User Services
  - Moves, Adds, Changes, and Deletes
- Lesson 4: Policy Management
  - Workflows, System Defaults, Rules
- Lesson 5: Inventory Management
  - End Users
  - Endpoints
  - Directory Numbers
- Lesson 6: Provisioning the Unified Communications Infrastructure with Cisco Prime Collaboration Provisioning
- Lesson 7: Other Miscellaneous Topics

Lab Outline

The lab outline is as follows:

- Lab 1-1: Getting Started
- Lab 2-1: Managing Domains
- Lab 2-2: Managing User Roles
- Lab 2-3: Setting Up Service Areas and Templates
- Lab 2-4: Domain Synchronization
- Lab 2-5: Setting Up Domain Administrators
- Lab 3-1: Ordering End-User Services
- Lab 4-1: Policy Management (Business Rules)
- Lab 4-2: Policy Management (Service Attributes)
- Lab 5-1: Inventory Management
- Lab 6-1: Batch Provisioning
- Lab 6-2: Provisioning the Unified Communications Infrastructure Configuration

Registration Email

For more information about schedules and registration for this course, contact aeskt_registration@cisco.com.
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- Cisco Learning Services for Cisco products and technologies: [http://www.cisco.com/go/cls](http://www.cisco.com/go/cls)