

Learning Services

HCS Intermediate - Customer On-Boarding (HCSI-COB)



HCS Intermediate - Customer On-Boarding (HCSI-COB) is a 4-day instructor-led course offered by Cisco[®] Learning Services. This course focuses on on-boarding Cisco Hosted Collaboration Solution (HCS) customers in Cisco Unified Communications Domain Manager (UCDM) 10.1.2 environment.

Duration

4 days

Target Audience

This course is designed for technical professionals who need to know how to administer their Cisco HCS environment using Cisco UCDM 10.1.2. This course covers the HCS solution overview and describes system features and how to on-board customers to the platform. The primary audience for this course includes:

- System engineers
- Technical support personnel
- Channel partners and resellers

Course Prerequisites

- Cisco Unified Communications Manager Foundation (UCMF), Implementing Cisco Unified Communications Manager, Parts 1 and 2 (CIPT1 and CIPT2), or equivalent UCM knowledge required
- Advanced Services' Configuring the Cisco Nexus[®] Data Center (CCNDC) 1.0 attendance is recommended
- Delivery Prerequisites
- You must provide your own laptop with Cisco AnyConnect Secure Mobility Client, Cisco Jabber 10.x, web browser, spreadsheet application, and PuTTY (or equivalent) installed. Audio and video capabilities are a plus

- Onsite courses: wired or wireless internet connectivity for student and instructor laptops with a minimum of 5 Mbps down, 2Mbps up

Software Versions

- HCS applications: 10.1.2
- Cisco UCM, Instant Messaging and Presence (IM&P), and Unify Connection 10.0.1

Course Outline

After completing this course, you can do the following with each module:

Module 1: HCS Architecture and Models

- Describe the high level on boarding process for HCS customers
- Describe the relationships among Cisco UCDM, Hosted Collaboration Mediation Fulfillment (HCM-F), and applications in an HCS deployment
- Describe the high-level licensing model for HCS deployments

Module 2: Cisco UCDM Initial Configuration

- Describe the hierarchy structure used by UCDM to partition and provision customers
- Describe and demonstrate how to add and synchronize the HCM-F from UCDM
- Describe and demonstrate how to create and manage the Provider on UCDM
- Describe and demonstrate how to create and manage a reseller and customer on the UC devices

Module 3: Provisioning UC Devices

- Describe the provisioning of dedicated and multitenanted UCM, IM&P, and Cisco Unity[®] applications as well as provisioning Cisco WebEx[®] cloud services
- Describe and demonstrate how to create a network device list in UCDM

Module 4: Dial Plans

- Describe how internal calls are routed and the types of dial plans preconfigured in UCDM
- Describe how external calls are classified and normalized before class of service (CoS) is applied.
- Describe how CoS mechanisms are applied
- Describe how calls are routed
- Describe and configure numbering plans
- Describe and configure voice mail services

Module 5: Subscriber Management

- Describe and configure entitlement for a specific customer requirement
- Add users and manage subscriber services, lines and devices
- Access and operate the self-service portal

Module 6: Customization

- Describe the relationship between a user and a role, and the component parts of a role including access control profiles, menu layouts, landing pages, themes, HCS components, hierarchy types, and role type
- Describe how to customize access control profiles, menu layouts, landing pages and themes

Module 7: User Management

- Explain the types of users in UCDM
- Describe the options for creating users in UCDM
- Describe the options for authenticating users in UCDM
- Describe how single sign on (SSO) works and how it is configured in UCDM

Module 8: Bulk Loading and Deleting

- Bulk load data from HCS Intelligent Loader (HIL)
- Describe how to bulk load data directly in UCDM
- Delete hierarchy and describe the consequences of a cascade delete on an HCS implementation

Lab Outline

Lab 1: Preparing Cisco UCM

Lab 2: HCM-F and Provider Configuration

Lab 3: Resellers and Customers

Lab 4: Devices

Lab 5: Customer and Site Dial Plans

Lab 6: Class of Service

Lab 7: Call Routing

Lab 8: Number Assignment

Lab 9: Voice Mail

Lab 10: Entitlement

Lab 11: Subscriber Management

Lab 12: Customization

Lab 13: LDAP

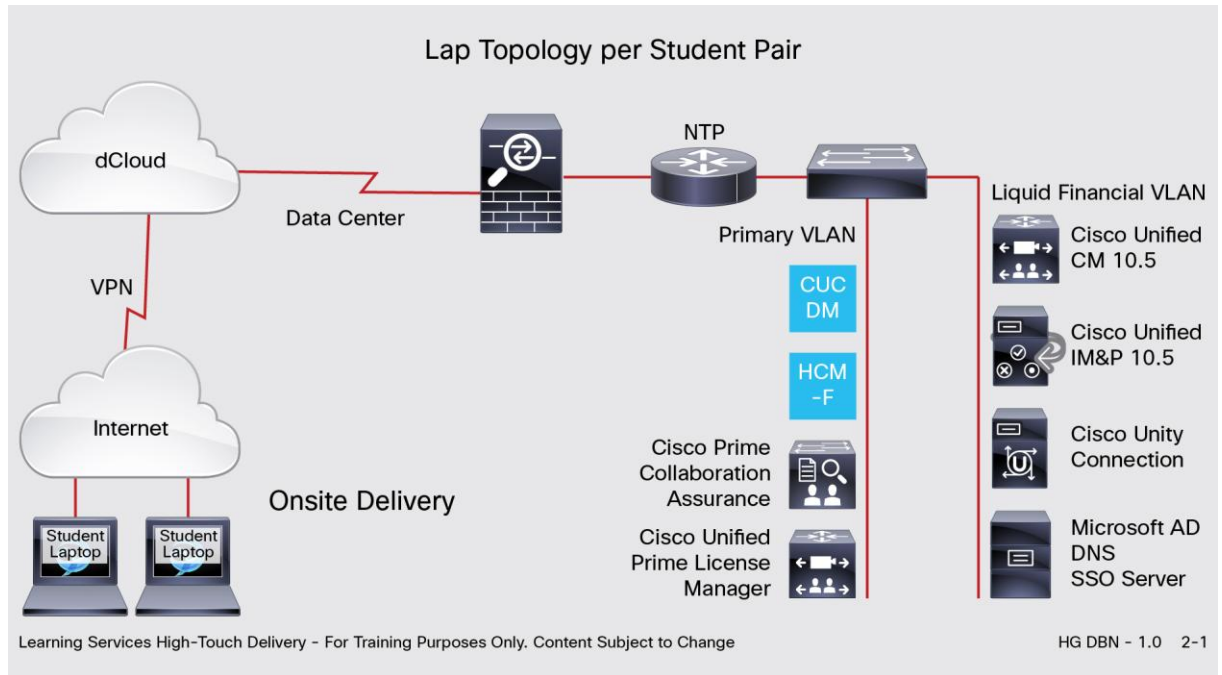
Lab 14: Bulk Upload

Lab 15: Cascade Delete

Lab 16: Case Study

Lab Topology

Figure 1 shows the lab topology for each pair of students.



Registration Email

For more information about schedules and registration for this course, contact aeskt_registration@cisco.com.

Website Addresses for More Information

For more information about Cisco Learning Services for Cisco classic products and technologies, visit <http://www.cisco.com/go/cls>.

For information about Cisco TelePresence® training, visit <http://www.cisco.com/go/telepresencetraining/>.

For information about broadband video training for service providers, visit <http://www.cisco.com/go/spvtraining>.



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