

Cisco Learning Services Collaboration and Unified Communications



- Helps facilitate communications with business partners outside of the internal network to encourage external interactions
- Teaches solution concepts to assist engineers with understanding entire media flows to find faults sooner

Getting network staff trained in Cisco Unified Communications technology makes them better prepared to meet the expectations of the user base, especially with voice communications products. With Call Manager technology moving from traditional voice to additional services (video, instant messaging, etc.), Cisco Unified Communications training can teach users about the full range of these deployments.

Cisco Unified Communications Offerings

Cisco and its partners can help customers deploy a robust, dependable solution by taking a lifecycle approach that addresses all aspects of deployment, operations, and optimization.

Cisco TelePresence

Cisco TelePresence® training provides business collaboration with high-resolution video, providing real-time, face-to-face meetings anywhere, anytime. The Cisco TelePresence training portfolio is articulated on different audience levels, focusing on specific training needs for various job roles in an organization.

Cisco Unified Communications

Cisco Unified Communications products provide enterprise-class solutions that integrate data and voice over converged networks. Products include Cisco Unified Contact Center, an IP solution for distributed contact center applications. Cisco Unified Communications training classes offer state-of-the-art, hands-on training focusing on key platform topics including configuration, operation and troubleshooting.

Cisco Unified Communications Manager	Hosted Collaboration Service Foundation
	HCS Intermediate - Customer On-Boarding

What Is the Value of Collaboration and Unified Communications Training?

Cisco® Collaboration Learning Services training gives employees, partners, and customers the knowledge needed to optimize Cisco technology investments. We offer a suite of instructor-led classes that will teach your stakeholders how to integrate Cisco Collaboration technology into their daily work lives.

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What Problems Does Cisco Unified Communications Help Solve?

Backed by technology expertise, and a proven methodology for effective instructor-led training, Cisco Learning Services can help your organization develop the next generation of talent and support growth, expansion, and acquisition in the Cisco Collaboration field through the following:

- Provides Cisco Collaboration training for onsite helpdesk support to improve first-call resolution and reduces dependency on third-party support
- Raises awareness of frontline staff to watch for security threats



What Are the Benefits of Cisco Collaboration and Unified Communications Training?

The convergence of voice and video applications has resulted in the need for training teams on Cisco Collaboration and Unified Communications technologies to protect, optimize, and grow their businesses. Examples of business benefits include the following customer outcomes:

- Cost optimization by assisting customers in the rollout of new deployments
- Increased employee productivity by facilitating new user provisioning
- Ensure business continuity by training onsite staff to spot areas of opportunity for network and process design



Why Cisco?

Cisco Learning Services provides comprehensive, customer-oriented solutions for skill development. It helps speed the adoption and migration of core and advanced technologies. The primary mission of Cisco Learning Services is to help Cisco customers optimize their network investments.

Working closely with Cisco engineers, Cisco Learning Services helps to ensure all courses are aligned with engineering best practices and recommendations. Through Cisco Learning Services, you will receive training for leading-edge Cisco technologies and platforms. From hands-on, instructor-led training to training-on-demand, learning labs, workshops, and boot camp sessions, Cisco Learning Services has solutions that fit your schedule and learning preference.

To learn more about the Cisco Collaboration Learning Services courses, visit http://www.cisco.com/web/learning/learning_services/courses/collaboration.html.



To learn more about the Cisco Unified Communications Learning Services courses, visit http://www.cisco.com/web/learning/learning_services/courses/uc.html.



To learn more about additional Cisco Learning Services offerings, visit <http://www.cisco.com/go/cls>.

