Cisco SMB University delivers training to SMB-focused Cisco partners. Whether SMB Specialization is your goal, or you need training to build your team’s sales, technical, or business acumen, SMB University is your single source to develop your SMB practice.

This catalogue provides a comprehensive list of training opportunities offered through Cisco SMB University. The first section lists SMB Specialization Training offerings to help you prepare for SMB Specialization. The second section features additional training offerings to support your commitment to ongoing education.

### SMB Specialization Training

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<td>ACCOUNT MANAGER</td>
<td>SMB University Solutions: This course teaches the concepts, tools, resources, and approaches necessary to sell Cisco SMB solutions.</td>
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<td>SMB University Selling Cisco SMB Foundation Solutions: This course teaches the knowledge and skills needed to successfully sell Cisco foundation solutions to SMB customers.</td>
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**NOTE:** Instructor-led training offerings and schedules vary by country. For a list of available offerings in your region click [here](#).

**NOTE:** The elearning offerings listed below are all available on demand through the Partner Education Connection.

Last Updated 6/5/2008
## Additional SMB Partner Training

**UNIFIED COMMUNICATIONS**

| SMB University Unified Communications: This 4-hour course teaches the techniques and tips necessary for consulting with SMB clients on Cisco Unified Communications products, services, and solutions. | ✓ | ✓ | Register |

**SMART BUSINESS ROADMAP**

| SBR-SOS Pursuing Revenue Series: The SBR-SOS Pursuing Revenue Series is a sales based program designed to help generate demand by using a consultative approach, specifically through the application of Smart Business Roadmap (SBR). It also introduces Sales Opportunity Snapshot (SOS), a tool that helps qualify sales opportunities. | ✓ | Register |

**BUSINESS ACUMEN**

| How Cisco Capital Financing Can Increase and Accelerate Your Sales and Profitability: Participants will learn how to increase the utilization of Cisco Capital financing in the SMB marketplace, and gain an understanding of how customer financing can improve sales opportunities. | ✓ | Register |

| How to Use Cisco Capital to Build Your Business: Participants will learn how to use Cisco Capital as an element of the sales process. This course is designed for all SMB partner principals, salespeople, and others involved in the sales process. Includes corresponding guidebook. | ✓ | Register |

| Creating Winning Value Propositions for Differentiation in the SMB Market: Participants will learn how to better understand clients’ business drivers; develop and embed clear, differentiated value propositions; increase win rates; sell to existing clients more effectively; and increase market share and margins. Includes corresponding guidebook. | ✓ | Register |

| Developing an SMB Solutions Based Practice: SMB partner business models are typically product-focused. Participants will learn how to change their business model from product-focused to solutions-based in order to accelerate revenue and profits, increase sales velocity, and improve market penetration and attainment of predefined success metrics. | ✓ | Register |

| Creating a Coordinated SMB Go-to-Market Plan: Participants will learn to develop a plan to increase market awareness, determine consistent marketing activities, increase market coverage, and determine key marketing drivers and margins. Includes corresponding guidebook. | ✓ | Register |

| Building a Sales Team Focused on Cisco SMB Solutions: Participants will learn to create a solutions-based company by more effectively recruiting, hiring, training, retaining, and leading solution-capable salespeople. Includes corresponding guidebook. | ✓ | Register |

| Building Relationships for Continuing Success/Budowanie długotrwałej współpracy z klientem | ✓ | Register |

| Business Execution in Action/Skuteczność w biznesie – praktyka | ✓ | Register |

| Crafting a Deal/Zawieranie transakcji | ✓ | Register |

| Finding the Pain You Can Cure/Odkrywanie potrzeb, które potrafisz zaspokoić | ✓ | Register |

| Planning Effective Business Meetings/Planowanie skutecznych spotkań biznesowych | ✓ | Register |

| Presenting Your Solution/Prezentowanie rozwiązań | ✓ | Register |

| The Dynamics of Interaction/Dynamika interakcji | ✓ | Register |

| The Negotiation Process/Proces negocjacji | ✓ | Register |

| When the Going Gets Tough/Kiedy prowadzenie negocjacji napotyka na trudności | ✓ | Register |
**SBCS TUTORIAL VODS - SBCS PHONE OVERVIEW**

**SBCS phone portfolio overview:** This SBCS Tutorial VoD gives an overview of the phones supported in SBCS. It highlights the various features each phone supports.

**SBCS TUTORIAL VODS - UC500 MANAGEMENT**

**UC500 Localization using CCA:** This SBCS Tutorial VoD explains how to localize the language of your UC500 using CCA. Localization on the UC500 involves altering the language on the following: voicemail system prompts, IP phone display and dialtone.

**How to Configure a T1 or E1 Voice Circuit using CCA:** This SBCS Tutorial VoD explains the steps for configuring T1 or E1 voice circuits on the UC500 using Cisco Configuration Assistant (CCA).

**Cisco Unified Call Connector Mobility Solution:** This SBCS Tutorial covers the Cisco Unified CallConnector Mobility solution. The Cisco Unified CallConnector Mobility solution enables small businesses to have a mobility solution for their employees. Some highlights of the solution include Single Number Reach (SNR) functionality, presence and location status across multiple sites, and the ability to make business calls remotely. The solution increases mobility for the workforce while reducing missed opportunities with a Single Number Reach number.

**How to restore UC520 configuration using CCA:** This SBCS Tutorial VoD goes through the steps of using Cisco Configuration Assistant (CCA) to restore previous backup configuration to UC520.

**How to create CCA community:** This SBCS Tutorial VoD shows how to create community in Cisco Configuration Assistant (CCA). Community is a collection of devices managed by CCA. A device not in a community cannot be managed by CCA even if it still appears in CCA topology view.

**Cisco Configuration Assistant (CCA) 1.5 Overview:** This SBCS Tutorial VoD provides an overview of the new voice, wireless and system features introduced in Cisco Configuration Assistant (CCA) 1.5.

**How to install Cisco Configuration Assistant:** This SBCS Tutorial VoD shows the steps for installing Cisco Configuration Assistant onto a PC.

**How to access UC520 command line interface:** This SBCS Tutorial VoD describes how to get access to the IOS command line interface using Telnet and serial console cable. In order to configure UC520 using IOS CLI, users must first gain access to the console and CLI.

**How to backup UC520 configuration using CCA:** This SBCS Tutorial VoD goes through the steps of using Cisco Configuration Assistant to backup the configuration on the UC520. This will backup IOS configuration, voicemail configuration and voicemail messages.

**How to restore UC520 to factory default configuration:** This SBCS Tutorial VoD goes through the steps of using IOS Command Line Interface to restore a UC520 to factory default configuration.

**Cisco Unified CallManager Express Lab 4-2: Implementing B-ACD** This lab guides you through setting up the Cisco Unified CallManager Express for B-ACD operation.

**Cisco Unified CallManager Express Lab 5-1: Implementing H.323 Interworking** This lab guides you through setting up the Cisco Unified CallManager Express H.323 interworking.

**SBCS TUTORIAL VODS - SBCS APPLICATIONS**

**Cisco Unified Call Connector Client Install:** This SBCS Tutorial VoD details how to setup and install a UCC client. The VOD also covers how to use some of the features available with UCC client such as click-to-dial, magic wan and inbound screen pop-up.

**Cisco Unified Call Connector Client Server Mode:** This SBCS Tutorial VoD details how to setup and install a UCC client to operate with a UCC server. It highlights some of the features available to the UCC client when operating with a UCC server, such as having access to IM, presence, and call logs.
## Additional SMB Partner Training

**NOTE:** The offerings below are available in elearning. There are no exams associated with this content.

### SBCS TUTORIAL VODS - VOICE CONFERENCING

- **Cisco Communications Manager Express Hardware Conferencing:** This SBCS Tutorial VoD goes through the procedure to set up a CME system to use hardware conferencing capabilities. This VoD includes instructions on how to set up and use both an ad-hoc and meet-me conference.
- **Cisco Unified CallManager Express Lab 2-3: Implementing CME 4.0 PSTN:** This lab guides you through setting up the Cisco Unified CallManager Express PSTN trunks.

### SBCS TUTORIAL VODS - UC500 SYSTEM LEVEL FEATURES

- **Cisco Unified CallManager Express Lab 3-2: Implementing Calling Privileges:** This lab guides you through setting up the Cisco Unified CallManager Express Class of Restriction.
- **Cisco Unified CallManager Express Lab 4-1: Implementing Basic Call Coverage:** This lab guides you through setting up the Cisco Unified CallManager Express basic Call Coverage features.
- **Cisco Unified CallManager Express Lab 4-2: Implementing B-ACD:** This lab guides you through setting up the Cisco Unified CallManager Express for B-ACD operation.
- **Cisco Unified CallManager Express Lab 5-1: Implementing H.323 Interworking:** This lab guides you through setting up the Cisco Unified CallManager Express H.323 interworking.

### SBCS TUTORIAL VODS - CISCO UNITY EXPRESS

- **Cisco Unity Express (CUE) Lab:** In this lab you will configure Cisco CallManager Express (CME) in preparation for Cisco Unity Express (CUE) integration.
- **Cisco Unified Cisco Unity Express Lab 3-2:** This lab will teach you how to customize a Cisco Unity Express auto attendant script.
- **How to customize auto attendant (AA) on UC520:** This SBCS Tutorial VoD goes through the steps of using Cisco Unity Express GUI on UC520 to configure and customize auto attendant (AA) for a given business.

### SBCS TUTORIAL VODS - END-USER PHONE FEATURES

- **Cisco Communications Manager Express Push - to - talk:** This SBCS Tutorial VoD goes through the procedure to enable Push-to-talk capabilities on a CME system using a 7921 IP Phone.
- **Cisco Unified CallManager Express Lab 2-2: Implementing CME 4.0 IP Phones:** This lab guides you through setting up the Cisco Unified CallManager Express ephones.
- **How to configure line monitor on UC520 using IOS CLI:** This SBCS Tutorial VoD goes through the steps of using IOS CLI to configure the line monitor feature on the UC520. Line monitor feature allows an attendant to see the status of an extension.
- **How to configure line label on UC520 using IOS command line interface:** This VoD goes through the steps of using IOS CLI to configure the line label feature on the UC520. Use line label feature to label a line to display a more meaningful string on the phone such as person’s name.
- **How to configure shared line on UC520 using IOS command line interface:** This SBCS Tutorial VoD goes through the steps of using IOS CLI to configure the shared line on the UC520. Use shared line feature to allow multiple phones to share the same extension number and ring when that extension is called.
- **Cisco Unified Cisco Unity Express Lab 2-2: Manage CUE Subscribers:** This lab has you manage Cisco Unity Express users using either the Command Line or the Graphical user interface.
- **Cisco Unified Cisco Unity Express Lab 2-3: Configure CUE Features:** This lab has you configure Cisco Unity Express features.
- **Cisco Unified Cisco Unity Express Lab 2-4: CUE Vmail Access & Msg Notification:** This lab has you perform a number of tasks to enable communication between Cisco Unity Express voicemail systems.

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Last Updated 6/5/2008
Additional SMB Partner Training

NOTE: The offerings below are available in elearning. There are no exams associated with this content.

SBCS TUTORIAL VODS - SIP TRUNKING

How to configure SIP trunking on a UC520: This SBCS Tutorial VoD goes through the steps of using CCA and IOS CLI to configure SIP trunking on UC520. SIP trunking is a VoIP technology offered by the service providers to provide toll call quality voice to the businesses.

Cisco Unified CallManager Express Lab 5-2: Implementing SIP Interworking: This lab guides you through setting up the Cisco Unified CallManager Express SIP interworking.

About Cisco SMB University

SMB University is the platform to deliver training to SMB focused partners. Whether SMB Specialization is your goal, or you need training to build your team's sales, technical, or business acumen, SMB University is your single source to develop your SMB practice. To learn more visit www.cisco.com/go/smbuniversity.