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

Catalogue index:
- Offerings for account managers
- Offerings for engineers
- Offerings for business owners

This catalogue provides a comprehensive list of training opportunities offered through Cisco SMB University. Some offerings help you prepare for SMB Specialization, while others support your commitment to ongoing education as you develop your SMB practice.

Offerings for Account Managers	Specialization Exam

SMB University Solutions
This course teaches the concepts, tools, resources, and approaches necessary to sell Cisco SMB solutions.
- E-learning: Access this course from the PEC
- Instructor-led training: To view offerings, click here

SMB University Selling Cisco SMB Foundation Solutions
This course teaches the knowledge and skills needed to successfully sell Cisco foundation solutions to SMB customers.
- E-learning: Access this course from the PEC
- Instructor-led training: To view offerings, click here

SMB University Selling Cisco SMB Foundation Solutions Practice Test
This practice test validates whether students have learned the concepts presented in the SMB University Selling Cisco SMB Foundation Solutions course.
- Online exam: Access this practice test from the PEC

SMB University Selling Cisco SMB Security Solutions
This course teaches the knowledge and skills needed to successfully sell Cisco security solutions to SMB customers.
- E-learning: Access this course from the PEC
- Instructor-led training: To view offerings, click here

SMB University Selling Cisco SMB Security Solutions Practice Test
This practice test validates whether students have learned the concepts presented in the SMB University Selling Cisco SMB Security Solutions course.
- Online exam: Access this practice test from the PEC

These offerings prepare you for the SMB Account Manager Exam (646-171). Register for this exam through Pearson Vue.

Selling the Cisco Smart Business Communications System
This course addresses high-level skills that are the foundation for successfully selling the Cisco Smart Business Communications System to SMB customers.
- E-learning: Access this course from the PEC
- Instructor-led training: To view offerings, click here

This offering prepares you for the Selling the Cisco Smart Business Communications System Exam (650-173). Register for this exam through Pearson Vue.

Additional SMB University e-learning offerings are available for account managers. The following offerings are available as continuing education opportunities and are not part of the SMB Specialization requirements.

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.
- E-learning: Access this course from the PEC

Selling Cisco SMB Unified Communications Practice Test
This practice test validates whether students have learned the concepts presented in the SMB University Selling Cisco SMB Unified Communications course.
- Online exam: Access this practice test from the PEC

Offerings for Engineers	Specialization Exam

SMB Solutions for Engineers
  This course addresses high-level engineer skills that are the foundation for successfully designing and deploying Cisco solutions for SMB customers.
  •   E-learning: Access this course from the PEC

This offering prepares you for the SMB Engineer Exam (642-176). Register for this exam through Pearson Vue.

Cisco Smart Business Communication System for Engineers
  This course addresses high-level engineer skills that are the foundation for successfully designing and deploying the Cisco Smart Business Communications System for SMB customers.
  •   E-learning: Access this course from the PEC

This offering prepares you for the Cisco Smart Business Communication System for Engineers Exam (650-178). Register for this exam through Pearson Vue.

Additional SMB University e-learning offerings are available for engineers. The following offerings are available as continuing education opportunities and are not part of the SMB Specialization requirements.

SBCS SOLUTION 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.
  •   E-learning: Access this course from the PEC

UC500 MANAGEMENT

How to install Cisco Configuration Assistant
  This SBCS Tutorial VoD shows the steps for installing Cisco Configuration Assistant onto a PC.
  ▪   E-learning: Access this course from the PEC
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.
  ▪   E-learning: Access this course from the PEC
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.
  •   E-learning: Access this course from the PEC
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.
  •   E-learning: Access this course from the PEC

UC500 SYSTEM LEVEL FEATURES

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.
  ▪   Lab: Access this lab from the PEC
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.
  ▪   Lab: Access this lab from the PEC
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.
  ▪   Lab: Access this lab from the PEC
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.
  ▪   Lab: Access this lab from the PEC
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.
  ▪   Lab: Access this lab from the PEC

Offerings for Engineers (continued)

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.
- E-learning: Access this course from the PEC

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

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.
- Lab: Access this lab from the PEC

Cisco Unified Cisco Unity Express Lab 3-2
This lab will teach you how to customize a Cisco Unity Express auto attendant script
- Lab: Access this lab from the PEC

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.
- E-learning: Access this course from the PEC

END-USER PHONE FEATURES

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.
- Lab: Access this lab from the PEC

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.
- E-learning: Access this course from the PEC

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.
- E-learning: Access this course from the PEC

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.
- E-learning: Access this course from the PEC

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.
- Lab: Access this lab from the PEC

Cisco Unified Cisco Unity Express Lab 2-3: Configure CUE Features
This lab has you configure Cisco Unity Express features.
- Lab: Access this lab from the PEC

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.
- Lab: Access this lab from the PEC

Offerings for Business Owners

Additional SMB University e-learning offerings are available for business owners and cover a variety of business acumen topics. No SMB Specialization exams are required.

The offerings below are available only in English.

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.
- E-learning: Access this course from the PEC and view the corresponding guidebook

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.
- E-learning: Access this course from the PEC and view the corresponding guidebook

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.
- E-learning: Access this course from the PEC and view the corresponding guidebook

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.
- E-learning: Access this course from the PEC and view the corresponding guidebook

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.
- E-learning: Access this course from the PEC and view the corresponding guidebook

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. Includes corresponding guidebook.
- E-learning: Access this course from the PEC and view the corresponding guidebook

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.
- E-learning: Access this course from the PEC

The offerings listed below are available in Polish.

Business Execution in Action/Skuteczność w biznesie – praktyka
- E-learning: Access this course from the PEC

Crafting a Deal/Zawieranie transakcji
- E-learning: Access this course from the PEC

Finding the Pain You Can Cure/Odkrywanie potrzeb, które potrafisz zaspokoić
- E-learning: Access this course from the PEC

Planning Effective Business Meetings/Planowanie skutecznych spotkań biznesowych
- E-learning: Access this course from the PEC

Presenting Your Solution/Prezentowanie rozwiązań
- E-learning: Access this course from the PEC

The Dynamics of Interaction/Dynamika interakcji
- E-learning: Access this course from the PEC

The Negotiation Process/Proces negocjacji
- E-learning: Access this course from the PEC

When the Going Gets Tough/Kiedy prowadzenie negocjacji napotyka na trudności
- E-learning: Access this course from the PEC

About Cisco SMB University
Cisco SMB University delivers training to SMB-focused Cisco partners. Whether SMB Specialization is your goal, or whether you need training to develop your team's sales, technical, or business acumen, SMB University is your single source to develop your SMB practice. For more information, or to download the most current SMB University Catalogue visit www.cisco.com/go/smbuniversity.