



CCNA VOICE (Unified Communications)

Course Description and Scope:

This course focuses on the knowledge required to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, and Cisco Unified Presence.

At the end of this course candidates will be able to perform daily tasks, such as system monitoring, moves, adds, and changes. This course help candidates to get prepared for 640-461 - Introducing Cisco Voice and Unified Communications Administration - Cisco Certified Network Associate CCNA Voice Certification

Course Outcomes

At the end of this course, participants will be able to:

- Describe the components of a Cisco Unified Communications solution and identify call signaling and media stream flows
- Perform endpoint and end-user administration tasks in Cisco Unified Communications Manager
- Administer users in Cisco Unity Connection and Cisco Unified Presence, and enable the most commonly used features for both applications
- Describe how to maintain a Cisco Unified Communications solution
- Pass the CCNA Voice Certification

Course Content

The course covers the following topics included on the Cisco Certified Voice Associate exam.

- Overview of Cisco Unified Communications Solutions, Administrator and End-User Interfaces
- Call Flows in Cisco Unified Communications Manager and CUCME
- Endpoint and End User Administration
- Enablement of End User Telephony and Mobility Features
- Enablement of Cisco Unity Connection and Cisco Unified Presence
- Cisco Unified Communications Solutions Maintenance

Who Should Attend

This course is intended for network voice engineers, administrators and CCNA Voice candidates

Pre-Requisites

Attendees should meet the following prerequisites:

- Experience &/or knowledge of converged voice and data networks
- Basic knowledge of Cisco gateways
- To gain the prerequisite skills and knowledge, Cisco strongly recommends the knowledge of the following course, Interconnecting Cisco Networking Devices Part 1 (ICND1) – CCNA first part