FSM

ACHIEVING THE IMPOSSIBLE

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Course details

Objectives

- Describe the Cisco Collaboration solutions architecture

- Compare the IP Phone signaling protocols of Session Initiation Protocol (SIP), H323, Media Gateway Control Protocol (MGCP), and Skinny Client Control Protocol (SCCP)

- Integrate and troubleshoot Cisco Unified Communications Manager with LDAP for user synchronization and user authentication

- Implement Cisco Unified Communications Manager provisioning features

- Describe the different codecs and how they are used to transform analogue voice into digital streams

- Describe a dial plan, and explain call routing in Cisco Unified Communications Manager

- Implement Public Switched Telephone Network (PSTN) access using MGCP gateways

- Implement a Cisco gateway for PSTN access

- Configure calling privileges in Cisco Unified Communications Manager

- Implement toll fraud prevention

- Implement globalized call routing within a Cisco Unified Communications Manager cluster

- Implement and troubleshoot media resources in Cisco Unified Communications Manager

- Describe Cisco Instant Messaging and Presence, including call flows and protocols

- Describe and configure endpoints and commonly required features

- Configure and troubleshoot Cisco Unity Connection integration

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- Configure and troubleshoot Cisco Unity Connection call handlers

- Describe how Mobile Remote Access (MRA) is used to allow endpoints to work from outside the company

- Analyze traffic patterns and quality issues in converged IP networks supporting voice, video, and data traffic

- Define QoS and its models

- Implement classification and marking

- Configure classification and marking options on Cisco Catalyst® switches

Prerequisites

- Working knowledge of fundamental terms of computer networking, including LANs, WANs, switching, and routing

- Basics of digital interfaces, Public Switched Telephone Networks (PSTNs), and Voice over IP (VoIP)

- Fundamental knowledge of converged voice and data networks and Cisco Unified Communications Manager deployment

Outline

- Describing the Cisco Collaboration Solutions Architecture

- Exploring Call Signaling over IP Networks Bullet

- Integrating Cisco Unified Communications Manager LDAP

- Implementing Cisco Unified Communications Manager Provisioning Features

- Exploring Codecs

- Describing Dial Plans and Endpoint Addressing

- Implementing MGCP Gateways

- Implementing Voice Gateways

- Configuring Calling Privileges in Cisco Unified Communications Manager

- Implementing Toll Fraud Prevention

- Implementing Globalized Call Routing

- Describing Cisco Instant Messaging and Presence

- Enabling Cisco Jabber®

- Configuring Cisco Unity Connection Integration

- Analyzing Quality Issues in Converged Networks

- Defining QoS and QoS Models

- Implementing Classification and Marking

- Configuring Classification and Marking on Cisco Catalyst Switches

Lab Outline

- Using Certificates

- Configure IP Network Protocols

- Configure and Troubleshoot Collaboration Endpoints

- Troubleshoot Calling Issues

- Configure and Troubleshoot LDAP Integration in Cisco Unified Communications Manager

- Deploy an IP Phone Through Auto and Manual Registration

- Configure Self-Provisioning

- Configure Batch Provisioning

- Explore the Cisco VoIP Bandwidth Calculator

- Configure Regions and Locations

- Implement Endpoint Addressing and Call Routing

- Implement PSTN Calling Using MGCP Gateways

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- Configure and Troubleshoot Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)

- Examine Cisco IOS Gateway Inbound and Outbound Dial-Peer Functions

- Implement and Troubleshoot Digit Manipulation on a Cisco IOS Gateway

- Configure Calling Privileges

- Describing Cisco Instant Messaging and Presence

- Enabling Cisco Jabber®

- Configuring Cisco Unity Connection Integration

- Analyzing Quality Issues in Converged Networks

- Defining QoS and QoS Models

- Implementing Classification and Marking

- Configuring Classification and Marking on Cisco Catalyst Switches

ABOUT US

Who We Are:

We the FSM have remained a premier provider of business transformational solutions, assisting our valuable clients to completely revolutionize their customer management activities. Backed by extensive experience with similar architectures, we are skilled at anticipating potential risks and developing risk mitigation plans. Successful planning and implementation of an enterprise-level contact center and UC project deliveries has our track record. What sets us apart from the competition and makes us an ideal partner for your support requirements? – It is the pursuit of excellence in providing:

• Enhanced Technical Capabilities

• Experience and Proven Success

• Reduced Costs

Why Consulting Us?

As a leading institution for IT network training in the country, headquartered in Bangalore, we started our program in the year 2014. The center has been providing training across multiple CISCO systems including Security, Collaboration, Routing & Switching, Data Center, Wireless, Service Provider, UCCX, UCCE, CVP ETC, and Microsoft Skype for Business 2015. The labs, equipped with the latest technology hardware equipment, are open around the clock for the students.

We provide the most sought after programs in IT – the prestigious Cisco powered Unified Communication (Cisco Spark & Microsoft Skype for Business), and CCIE training and

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Certification. The training provides holistic knowledge and practical experience resulting in creating the best engineers in networking industry.

Our pool of certified trainers with a total of 25+ years of industry experience has been proved efficient and successful time and again by the numbers of students placed. We maintain uncompromised commitment of ensuring that every student is job-ready at the end of the course.