

Understanding the new Features of Cisco Unified Communications Manager 9.x v1.0

UC9



Delivery Type: Classroom

Duration: 2 days

Overview

This course is recommended for system and operation engineers interested to learn about the new features in Cisco Unified CM, Cisco Unity Connection, Cisco Unified Contact Center Express and Cisco Unified IM and Presence 9.0

Pre-Requisites

Attendees should meet some prerequisites:

- ✓ Working knowledge of fundamental terms and concepts of computer networking including LANs.
- ✓ Basics of digital interfaces, PSTN, and VoIP.
- ✓ Fundamental knowledge of converged voice and data networks.
- ✓ Ability to configure Cisco IOS gateways with traditional and VoIP call legs.
- ✓ Basic Cisco TelePresence Knowledge
- ✓ Cisco Unified CM , Unity Connection , Presence and Contact Center Express Knowledge

Target Audience

Engineers involved in the deployment of Cisco's Unified Communications Manager v9.0

Objectives

After completing this program, you will be able to:

- ✓ Describe Cisco Unified CM 9.0 new features
- ✓ Describe Cisco Unified ELM (Enterprise License Manager) solution
- ✓ Implement Cisco Unified CM 9.0 new features:
- ✓ Pause in Speed Dial
- ✓ Codec Preference
- ✓ Native Call Queuing
- ✓ Local Route Group Enhancements
- ✓ Native Call Recording
- ✓ New User Page
- ✓ Enhanced Location Based CAC
- ✓ LDAP enhancements
- ✓ Cisco Extend and Connect
- ✓ Enterprise License Manager (ELM)
- ✓ URI Dialing and Routing
- ✓ Inter-cluster URI dialing
- ✓ Describe Cisco Unity Connection and Cisco Unified Contact Center Express updates
- ✓ Describe and Implement the new Cisco Unified IM and Presence Server
- ✓ Implement Cisco Jabber for Windows.