



# Integrating Cisco Unified Communications Applications (CAPPS)

Course ID#: 1575-960-ZZ-W

Hours: 35

## Course Content

### Course Description:

Integrating Cisco Unified Communications Applications (CAPPS) v8.0 teaches learners the integration options of Cisco Unified Presence, Cisco Unity Express, and Cisco Unity Connection. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified Presence and Cisco Unified Personal Communicator integration options with Cisco Unified Communications Manager.

### Prerequisites:

- Working knowledge of converged voice and data networks.
- Basic knowledge of Cisco IOS gateways.
- Working knowledge of Cisco Unified Communications Manager and Cisco Unity Connection.
- Cisco CCNA certification recommended prerequisite.

### Topics:

#### Module 1: Introduction to Voice Mail

Lesson 1: Voice-Mail Integration Overview

- Voice Mail Introduction
- Cisco Unity Connection Client Interfaces

Lesson 2: General Requirements for Voice-Mail Integration

- Voice-Messaging Integration and Synchronization
- Voice-Messaging Features
- Voice-Messaging System Design
- Call Flows

#### Module 2: Cisco Unity Connection in a Cisco Unified Communications Manager Environment

Lesson 1: Integrating with Cisco Unified Communications Manager

- Cisco Unity Connection Integration Options with Cisco Unified Communications Manager
- Manager

- Voice-Mail Integration on Cisco Unified Communications Manager
- Integration on Cisco Unity Connection
- Cisco Unity Connection Integration via SIP

Lesson 2: Configuring the Cisco Unity Connection System

- Cisco Unity Connection System Settings Overview
- Cisco Unity Connection System Settings
- Cisco Unity Connection Authentication and Roles
- Cisco Unity Connection Restriction Tables
- Cisco Unity Connection LDAP Integration

Lesson 3: Using Cisco Unity Connection Partitions and Search Spaces

- Cisco Unity Connection Dial Plan Components
- Cisco Unity Connection Dial Plan



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## Lesson 4: Implementing Cisco Unity Connection Call Management

- Cisco Unity Connection Call Routing
- Cisco Unity Connection Call Handler Types
- Call Handler Templates
- System Call Handler
- Directory Handler
- Interview Handler

## Lesson 5: Configuring Cisco Unity Connection Users

- Cisco Unity Connection User Templates
- Cisco Unity Connection User
- Cisco Unity Connection Class of Service

## Lesson 6: Monitoring and Troubleshooting Cisco Unity Connection

- Cisco Unity Connection Troubleshooting
- Cisco Unified RTMT

## **Module 3: Cisco Unity Express Implementation in Cisco UC Manager Express Environment**

### Lesson 1: Understanding Cisco Unity Express

- Cisco Unity Express Characteristics
- Cisco Unity Express Interfaces, Integration, and Architecture

### Lesson 2: Integrating Cisco Unity Express with Cisco UC Manager Express

- Voice Mail Integration on Cisco Unified Communications Manager Express
- Additional Voice Mail Integration Components
- Voice Mail Integration on Cisco Unity Express

### Lesson 3: Configuring the Cisco Unity Express System

- Cisco Unity Express General Settings
- Cisco Unity Express Time and Schedules

## Lesson 4: Configuring Cisco Unity Express Users

- Importing Cisco Unity Express Subscribers
- Cisco Unity Express Mailboxes
- Message Notification
- Class of Service
- VoiceView Express
- IMAP Messaging

## Lesson 5: Understanding Cisco Unity Express AutoAttendant

- Cisco Unity Express AutoAttendant Application
- Prompts and Scripts
- Call Handling in Cisco Unity Express
- Basic Script Example

## Lesson 6: Troubleshooting Cisco Unity Express

- Cisco Unity Express Troubleshooting Methodologies
- Troubleshooting SIP Integration
- Troubleshooting the MWI
- Troubleshooting Subscriber and Mailbox

## **Module 4: Voice Profile for Internet Mail Implementation**

### Lesson 1: Understanding VPIM

- Voice Messaging Network Options
- VPIM Networking

### Lesson 2: Implementing VPIM in Cisco Unity Connection

- Implementing VPIM in Cisco Unity Connection
- Cisco Unity Connection SMTP Setup
- Cisco Unity Connection Remote Users

### Lesson 3: Implementing VPIM in Cisco Unity Express

- Implementing VPIM in Cisco Unity Express



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- Troubleshooting VPIM Between Cisco Unity Connection and Cisco Unity Express

## **Module 5: Cisco Unified Presence Implementation**

### Lesson 1: Understanding Cisco Unified Presence

- Cisco Unified Presence Introduction
- Cisco Unified Presence Overview

### Lesson 2: Understanding Cisco Unified Presence Components and Communication Flows

- Cisco Unified Presence Components
- Cisco Unified Presence Approaches
- Cisco Unified Presence Federation
- Enterprise Instant Messaging and Persistent Chat
- Designing Cisco Unified Presence

### Lesson 3: Integrating Cisco Unified Presence

- Configuring Cisco Unified Communications Manager for Presence Integration
- Cisco Unified Presence System Settings
- Configuring Cisco Unified Presence for Presence Integration
- Configuring Intercluster Peers

### Lesson 4: Configuring Cisco Unified Presence Features and Implementing Cisco Unified Personal Communicator

- Configuring Cisco IP Phone Messenger
- Configuring Cisco Unified Personal Communicator
- Cisco Unified Personal Communicator Setup
- Desk Phone Control Configuration
- Meeting Notification

### Lesson 5: Verifying and Troubleshooting Tools for Cisco Unified Presence Components

- Cisco Unified Presence Troubleshooter
- Troubleshooting Cisco Unified Personal Communicator
- Cisco Unified Presence Tracing