ASM Educational Center (ASM) *Est. 1992*

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CAPPS v8.0 - Integrating Cisco Unified Communications Applications
(Part of the CCNP Voice certification track)

Course Outline

Module 1: Introduction to Voice Mail
Lesson 1: Voice-Mail Integration Overview
Lesson 2: General Requirements for Voice-Mail Integration

Module 2: Cisco Unity Connection in a Cisco Unified Communications Manager Environment
Lesson 1: Integrating with Cisco Unified Communications Manager
Lesson 2: Configuring the Cisco Unity Connection System
Lesson 3: Using Cisco Unity Connection Partitions and Search Spaces
Lesson 4: Implementing Cisco Unity Connection Call Management
Lesson 5: Configuring Cisco Unity Connection Users
Lesson 6: Monitoring and Troubleshooting Cisco Unity Connection

Module 3: Cisco Unity Express Implementation in Cisco Unified Communications Manager Express Environment
Lesson 1: Understanding Cisco Unity Express
Lesson 2: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
Lesson 3: Configuring the Cisco Unity Express System
Lesson 4: Configuring Cisco Unity Express Users
Lesson 5: Understanding Cisco Unity Express AutoAttendant
Lesson 6: Troubleshooting Cisco Unity Express

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Module 4: Voice Profile for Internet Mail Implementation
Lesson 1: Understanding VPIM
Lesson 2: Implementing VPIM in Cisco Unity Connection
Lesson 3: Implementing VPIM in Cisco Unity Express

Module 5: Cisco Unified Presence Implementation
Lesson 1: Understanding Cisco Unified Presence
Lesson 2: Understanding Cisco Unified Presence Components and Communication Flows
Lesson 3: Integrating Cisco Unified Presence
Lesson 4: Configuring Cisco Unified Presence Features and Implementing Cisco Unified Personal Communicator
Lesson 5: Verifying and Troubleshooting Tools for Cisco Unified Presence Components

Lab Outline
Lab 2-1: Integrating Cisco Unity Connection with Cisco Unified Communications Manager
Lab 2-2: Configuring Cisco Unity Connection System Settings
Lab 2-3: Implementing Cisco Unity Connection Partitions and Search Spaces
Lab 2-4: Implementing Cisco Unity Connection Call Management
Lab 2-5: Configuring Cisco Unity Connection Users
Lab 2-6: Troubleshooting Cisco Unity Connection (Optional)
Lab 3-1: Integrating Cisco Unity Express with Cisco Unified Communications Manager Express
Lab 3-2: Configuring Cisco Unity Express System Settings
Lab 3-3: Configuring Cisco Unity Express Users
Lab 3-4: Implementing Cisco Unity Express AutoAttendant
Lab 3-5: Troubleshooting Cisco Unity Express (Optional)
Lab 4-1: Implementing VPIM in Cisco Unity Connection and Cisco Unity Express
Lab 5-1: Integrating Cisco Unified Presence with Cisco Unified Communications Manager
Lab 5-2: Configuring Cisco Unified Presence Features and Implementing Cisco Unified Personal Communicator
Lab 5-3: Troubleshooting and Verifying Cisco Unified Presence Components (Optional)