

Course Name: CCNA Voice

Course Time: 100 Hrs.

Course Prerequisites: CCNA Routing & Switching

Course Outline:

- **Describe the Characteristics of a Cisco Unified Communications Solution**
 - ❖ Describe the Cisco Unified Communications components and their functions
 - ❖ Describe call signaling and media flows
 - ❖ Describe quality implications of a VoIP network
- **Provision End Users and Associated Devices**
 - ❖ Describe user creation options for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
 - ❖ Create or modify user accounts for Cisco Unified Communications Manager
 - ❖ Create or modify user accounts for Cisco Unified Communications Manager Express using the GUI
 - ❖ Create or modify endpoints for Cisco Unified Communications Manager
 - ❖ Create or modify endpoints for Cisco Unified Communications Manager Express using the GUI
 - ❖ Describe how calling privileges function, and how calling privileges impact system features
 - ❖ Create or modify directory numbers
 - ❖ Enable user features and related calling privileges for extension mobility, call coverage, intercom, native presence, and unified mobility remote destination configuration
 - ❖ Enable end users for Cisco Unified Presence
 - ❖ Verify user features are operational
- **Configure Voice Messaging and Presence**
 - ❖ Describe user creation options for voice messaging
 - ❖ Create or modify user accounts for Cisco Unity Connection
 - ❖ Describe Cisco Unified Presence
 - ❖ Configure Cisco Unified Presence
- **Maintain Cisco Unified Communications System**
 - ❖ Generate CDR and CMR reports
 - ❖ Generate capacity reports
 - ❖ Generate usage reports
 - ❖ Generate RTMT reports to monitor system activities
 - ❖ Monitor voicemail usage
 - ❖ Remove unassigned directory numbers
 - ❖ Perform manual system backup
- **Provide End User Support**
 - ❖ Verify PSTN connectivity
 - ❖ Define fault domains using information gathered from end user
 - ❖ Troubleshoot endpoint issues
 - ❖ Identify voicemail issues and resolve issues related to user mailboxes
 - ❖ Describe causes and symptoms of call quality issues
 - ❖ Reset single devices
 - ❖ Describe how to use phone applications

