

**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

