

Learn information about how to configure and implement Cisco Unified Communications Manager, Part 1 v 8.0 plus an exclusive update on Unified Communications Manager v9.0.

Implementing Cisco Unified Communications Manager, Part 1 (CIPT1) v8.0 prepares you for implementing a Cisco Unified Communications Manager solution at a single-site environment. This course focuses primarily on Cisco Unified Communications Manager Version 8.0, which is the call routing and signaling component for the Cisco Unified Communications solution.

You will perform post-installation tasks, configure Cisco Unified Communications Manager, implement Media Gateway Control Protocol (MGCP) and H.323 gateways, and build dial plans to place on-net and off-net phone calls. You will also implement media resources, Cisco IP Phone Services, Cisco Unified Communications Manager native presence, and Cisco Unified Mobility.

Upon completing this course, the learner will be able to meet these overall objectives:

Demonstrate an overall understanding of the Cisco Unified Contact Center Enterprise (Cisco Unified CCE) system, the Intelligent Contact Management (ICM) routing application, and its environment.

Configure a Cisco Unified CCE system that routes from Cisco Unified IP IVR.

Describe ICM users and feature control sets, various ICM configuration utilities, ICM variables, and create routing options using an external SQL Database.

Understand administrative scripting, translation routing concepts, and how translation routing operates.

Configure a new Cisco Unified CCE system that routes from Cisco Unified Communications Manager.

Understand the Cisco Outbound Option components and how to configure an outbound dialer, import rule, query rule, and a campaign.

Describe basic reporting characteristics of the Cisco Unified Intelligence Center.