

HCSI-COB (HCS INTERMEDIATE - CUSTOMER ON-BOARDING) 1.0

Objetivo

P blico Alvo

The primary audience for this course includes: System engineers Technical support personnel Channel partners and resellers

Pr -Requisitos

Cisco Unified Communications Manager Foundation (UCMF), Implementing Cisco Unified Communications Manager, Parts 1 and 2 (CIPT1 and CIPT2), or equivalent UCM knowledge required Advanced Services   Configuring the Cisco Nexus   Data Center (CCNDC) 1.0 attendance is recommended Delivery Prerequisites You must provide your own laptop with Cisco AnyConnect Secure Mobility Client, Cisco Jabber 10.x, web browser, spreadsheet application, and PuTTY (or equivalent) installed. Audio and video capabilities are a plus Onsite courses: wired or wireless internet connectivity for student and instructor laptops with a minimum of 5 Mbps down, 2Mbps up

Carga Hor ria

32 horas (4 dias).

Conte do Program tico

Module 1: HCS Architecture and Models

Describe the high level on boarding process for HCS customers

Describe the relationships among Cisco UCDM, Hosted Collaboration Mediation Fulfillment (HCM-F), and applications in an HCS deployment

Describe the high-level licensing model for HCS deployments

Module 2: Cisco UCDM Initial Configuration

Describe the hierarchy structure used by UCDM to partition and provision customers

Describe and demonstrate how to add and synchronize the HCM-F from UCDM

Describe and demonstrate how to create and manage the Provider on UCDM

Describe and demonstrate how to create and manage a reseller and customer on the UC devices

Module 3: Provisioning UC Devices

Describe the provisioning of dedicated and multitenanted UCM, IM&P, and Cisco Unity applications as well as provisioning Cisco WebEx cloud services

Describe and demonstrate how to create a network device list in UCDM

Module 4: Dial Plans

Describe how internal calls are routed and the types of dial plans preconfigured in UCDM

Describe how external calls are classified and normalized before class of service (CoS) is applied.

Describe how CoS mechanisms are applied

Describe how calls are routed

Describe and configure numbering plans

Describe and configure voice mail services

Module 5: Subscriber Management

Describe and configure entitlement for a specific customer requirement

Add users and manage subscriber services, lines and devices

Access and operate the self-service portal

Module 6: Customization

Describe the relationship between a user and a role, and the component parts of a role including access control profiles, menu layouts, landing pages, themes, HCS components, hierarchy types, and role type

Describe how to customize access control profiles, menu layouts, landing pages and themes

Module 7: User Management

Explain the types of users in UCDM

Describe the options for creating users in UCDM

Describe the options for authenticating users in UCDM

Describe how single sign on (SSO) works and how it is configured in UCDM

Module 8: Bulk Loading and Deleting

Bulk load data from HCS Intelligent Loader (HIL)

Describe how to bulk load data directly in UCDM

Delete hierarchy and describe the consequences of a cascade delete on an HCS implementation

Lab Outline

Lab 1: Preparing Cisco UCM

Lab 2: HCM-F and Provider Configuration

Lab 3: Resellers and Customers

Lab 4: Devices

Lab 5: Customer and Site Dial Plans

Lab 6: Class of Service

Lab 7: Call Routing

Lab 8: Number Assignment

Lab 9: Voice Mail

Lab 10: Entitlement

Lab 11: Subscriber Management

Lab 12: Customization

Lab 13: LDAP

Lab 14: Bulk Upload

Lab 15: Cascade Delete

Lab 16: Case Study

