

Cisco Administering Cisco Unified Communications Manager v12 (ACUCM)

Duration: 32.00 hours (4 days)

26.0 CPD Hours

Rating: ★ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Administering Cisco Unified Communications Manager (ACUCM) v12.0 is a 3-day training program that provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. The Cisco IT training course teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level IP telephony course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of system concepts: clustering, creation of phones and users, route plans, digit manipulation, media resources, and phone features, which are all important to supporting IP telephony in the enterprise network. The course focuses on Cisco Unified Communications Manager version v12.x. The course is geared to individuals that will be using and managing the system and performing administration for Level 1 and Level 2 support. Level 1 support is geared toward supporting phone users and making moves, adds, and changes to the desktop phone environment. Level 2 support is oriented to supporting changes in the organization, such as opening new office locations or relocating departments. The Cisco training course does not cover issues of initial deployment, new cluster deployment or international deployments. Also, the course does not cover issues with the underlying network that involves routers, switches, or Cisco IOS software configuration.

About This Course

Administering Cisco Unified Communications Manager (ACUCM) v12.0 is a 3-day training program that provides system administrators and networking professionals with an understanding of the Cisco Unified Communications Manager System. The Cisco IT training course teaches the concepts of IP telephony based in system administration, including its function, features, and configuration. This is an entry-level IP telephony course that begins with the basic concepts of IP telephony and very quickly moves the learner forward into an understanding of system concepts: clustering, creation of phones and users, route plans, digit manipulation, media resources, and phone features, which are all important to supporting IP telephony in the enterprise network. The course focuses on Cisco Unified Communications Manager version v12.x. The course is geared to individuals that will be using and managing the system and performing administration for Level 1 and Level 2 support. Level 1 support is geared toward supporting phone users and making moves, adds, and changes to the desktop phone environment. Level 2 support is oriented to supporting changes in the organization, such as opening new office locations or relocating departments. The Cisco training course does not cover issues of initial deployment, new cluster deployment or international deployments. Also, the course does not cover issues with the underlying network that involves routers, switches, or Cisco IOS software configuration.

Who Should Attend

The primary audience for this course is as follows:

Phone Network Administrators

Phone Network Engineers

Data System Administrators

Entry-level Network Engineers

Channel Partners/Resellers, Customers, Employees

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Describe the Cisco Unified Communications Manager network, service, and features

Understand the importance of and configuration of redundancy and high availability in the enterprise network

Describe user configuration and the user web interface

Explain basic phone options and the use of BAT

Explain the route plan and on-net/off-net calling

Describe the various media resources, including conferencing and MOH

Describe the basic phone features and use of hunt groups

Additional Course Details

Nexus Humans Cisco Administering Cisco Unified Communications Manager v12 (ACUCM) training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Cisco Administering Cisco Unified Communications Manager v12 (ACUCM) course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for Cisco Administering Cisco Unified Communications Manager v12 (ACUCM)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
 - Traditional Instructor-Led Classroom Training (ILT)
 - On-site delivery at your offices anywhere in United Kingdom
 - Private dedicated courses customized for your team
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Q: How many CPD hours does this course provide?

The 4-day Cisco Administering Cisco Unified Communications Manager v12 (ACUCM) course provides up to 26.0 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Cisco Administering Cisco Unified Communications Manager v12 (ACUCM) training?

The training takes place over 4 day(s), with each day lasting approximately 32.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Cisco Administering Cisco Unified Communications Manager v12 (ACUCM)?

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Administering Cisco Unified Communications Manager v12 (ACUCM). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Cisco Administering Cisco Unified Communications Manager v12 (ACUCM)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Cisco Administering Cisco Unified Communications Manager v12 (ACUCM) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

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