

CI – TUC

Troubleshooting Cisco Unified Communications Systems



Summary

Duration

5 Days

Vendor

Cisco

Category

Unified Communications / CCVP

Introduction

Troubleshooting Cisco Unified Communications Systems (TUC) v1.0 equips network professionals with the knowledge and skills required to troubleshoot Unified Communications Systems / solutions in Enterprise, Mid-Market, and Commercial deployments. TUC teaches troubleshooting methodology, triage, resources, tools and fixes at the integrated System / Solution level, and for components (such as Cisco Unified Call Manager, Cisco Unity, videoconferencing, and infrastructure).

Prerequisites

Course prerequisites are as follows:

- ICND1 & ICND2 (CCNA)
- CVOICE, QOS, CIPT & CIPT2

Course Objectives

After completing this course, students will be able to troubleshoot Unified Communications Systems / Solutions and components / products by identifying and isolating problems, recommending solutions, and implementing fixes.

Course Outline

- Troubleshooting Methodology
- Analyzing and Isolating Problems
- Common Unified Communications Problems Symptoms
- Fixing Problems
- Services, Resources and Tools for Troubleshooting

Associated Certifications & Exams

The 642-426 Troubleshooting Unified Communications (TUC) exam is the exam associated with the CCVP certification. The exam will certify that the successful candidate has the knowledge and skills necessary to troubleshoot Enterprise CallManager, Unity, and IP network deployments.

On successful completion of this course students will receive a Torque IT attendance certificate.