

Course Training

Cisco Certificated Network Associated Voice

Course Content

This CCNA Voice Training course offers candidates the opportunity to develop their knowledge of Cisco Unified Communication Voice Applications and the underpinning Infrastructure of such applications. This associate-level CCNA training course enables candidates to demonstrate and prove their professional competence when interacting with a variety of voice applications including IP PBX, IP telephony, Voicemail Solutions, Telepresence, and Call Control. As a sought-after and niche qualification, this CISCO CCNA training course allows candidates to monitor daily system performance and changes utilising Cisco Unified Communications Manager, and is therefore beneficial for enhanced business functioning. This CCNA course is strongly tailored and based upon job-specific knowledge acquisition, in order to enhance transferable skills that candidates can utilise immediately in real-life situations upon returning to work.

Course Objectives

After taking this course, you should be able to:

- Describe, identify, and monitor Cisco Unified Communications Solutions
- Describe and implement the telephony features supported in Cisco Unified Communications Manager
- Manage end-user and endpoint administration tasks utilizing Cisco Unified Communications manager
- Implement Cisco IOS Gateways

Course Prerequisite

You must possess either a valid CCENT (ICND1), a valid CCNA Routing and Switching or any CCIE certification before attending this course.

Who should attend

- Network Engineers
- Sales Engineers
- System Engineers

Course Outline

- Introducing VoIP Networks
- Describe Voice codecs
- Encapsulating Voice Packets for Transport
- Understanding Call Types
- Introducing Voice Gateway and Voice port
- Describe and configure voice dial peers
- Dial Plan and Endpoint addressing

- Manipulating Dialed Digits
- VoIP signaling and call Control H.323, MGCP, SIP, SCCP
- Cisco Unified Communications Architecture
- Implementing Voice in an Enterprise Network
- Implementing Cisco Unified Communications Manager Provisioning
- Overview of Cisco Unified Communications Manager Call Routing