

# Troubleshooting Cisco Unified Communications Systems (TUC) v1.0

Days: 5

Associated Certification: CCVP

## Prerequisites

Course prerequisites are as follows:

- CCNA, CIPT 1 and 2, QoS, GWGK

## Course Content

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).

## Course Objectives

- The professional will 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

## Who Should Attend

- Channel Partner / Reseller
- Customer
- Employee