

COURSE DESCRIPTION



Course Name: Cisco Call Manager Workshop

Course description:

This workshop covers the Cisco Call Manager product at an administrative level. The workshop presents an introduction to the Call Manager product, teaching the delegates how to administer and configure a Call Manager server.

Training Technique:

Instructor Led with practical exercises

Course Content:

After attending the course you will be able to use, configure and manage the following features and understand their application and benefits.

- ▶ Introduction to Call Manager
- ▶ Call Manager Theory
- ▶ System Setup and Menu Structure
- ▶ Building your Route Plan
- ▶ Maintaining Users
- ▶ Features and Services
- ▶ Phones and Gateways

Who should attend:

Any voice network operators/system engineers/designers that want to learn how to administer Cisco Call Manager products.

Pre-requisites:

Prior knowledge of voice systems and PBXs would also benefit the student, but is not essential. Knowledge of Microsoft operating systems and Cisco routers would be an advantage.

Cost: On application

Duration: 2 Days

Location: Customer site/Horsham

Booking information:

To request a booking form and course availability telephone the Customer Training Department on 01403 244955 or email clienttraining.uk@damovo.com.