

Cisco Communication Manager Administration v12.5 (CMA)

Duration: 24.00 hours (3 days)

19.5 CPD Hours

Rating: ★ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Communications Manager Administration for Version 12.5 (CMA v12.5) is an instructor-led course presented to system administrators and customers involved with the day-to-day operation of the Cisco Unified Communications Manager product. This course introduces you to the CUCM system, the necessary procedures for administering IP Phones and Users, understanding the Dial Plan and implementing Features. In addition to instructor-led lectures and discussions, you will configure CUCM and Cisco IP Phones in the lab, either in a live classroom or WebEx remote classroom environment. While the Cisco Unified Communications Manager software used in the class is version 12.5.1, the course material applies to versions 8.x, 9.x, 10.x, 11.x, or 12.x. The concepts and the lab tasks are the same for most of the Cisco Unified Communications Manager software versions.

About This Course

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Who Should Attend

The primary audience for this course is as follows:

Customers configuring and maintaining CUCM 8.x, 9.x, 10.x, 11.0, or 12.x.

PBX System Administrators transitioning to CUCM administration

IP networking professionals taking on responsibility for CUCM administration

Workers being cross-trained for CUCM administration coverage

The secondary audience for this course is as follows:

Cisco Unified Communications system channel partners and resellers

Learning Outcomes

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

Upon completing this course, the learner will be able to meet these overall objectives:

Demonstrate an overall understanding of the Cisco Unified Communications Manager (CUCM) 12.x (or earlier version) system and its environment

Configure CUCM to support IP Phones in multiple locations

Configure CUCM to route calls to internal and PSTN destinations

Configure User accounts and multi-level administration

Understand User Web Page functionality

Configure user features, including Hunt Groups, Call Pickup, and Call Park.

Understand the capabilities of and demonstrate the Bulk Administration Tool

Understand the SMART Licensing model for Cisco Unified Communications

Understand and demonstrate the use of the Unified Reporting tool

Understand and demonstrate the use of the Dialed Number Analyzer

Additional Course Details

Nexus Humans Cisco Communication Manager Administration v12.5 (CMA) 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 Communication Manager Administration v12.5 (CMA) 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 Communication Manager Administration v12.5 (CMA)?

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 3-day Cisco Communication Manager Administration v12.5 (CMA) course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Cisco Communication Manager Administration v12.5 (CMA) training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Cisco Communication Manager Administration v12.5 (CMA)?

Yes, we provide corporate training, dedicated training, and closed classes for Cisco Communication Manager Administration v12.5 (CMA). 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 Communication Manager Administration v12.5 (CMA)?

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 Communication Manager Administration v12.5 (CMA) 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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