

## TUC: Troubleshooting Cisco Unified Communication Systems Instructor-Led (Classroom) - Five Days

### Course Description

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).

The professional will troubleshoot Unified Communications Systems / Solutions and components / products by identifying and isolating problems, recommending solutions, and implementing fixes

### Who Needs To Attend

- Channel Partner / Reseller
- Customer
- Employee

### Prerequisites

Course prerequisites are as follows:  
CCNA, CIPT 1 and 2, QoS, GWGK

### Course Content

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

### Course Fee

\$ 3,125