



## Course Outline

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

**Duration:** 5 days (30 hours)

#### Learning Objectives:

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

#### Target Audience:

- Channel Partner / Reseller
- Customer
- Employee

#### Prerequisites:

- CCNA, CIPT 1 and 2, QoS, GWGK

#### Topics Covered:

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