

IPexpert Lab Preparation Workbook for the Cisco® CCIE™ Voice Laboratory Exam – Volume 1

Before We Begin

This product is part of the IPexpert "Blended Learning Solution™" that provides CCIE candidates with a comprehensive training program. For information about the full solution, contact an IPexpert Training Advisor today.

Telephone: +1.810.326.1444

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Congratulations! **You now possess one of the ULTIMATE CCIE™ Voice Lab preparation resources available today!** This resource was produced by senior engineers, technical instructors, and authors boasting decades of internetworking experience. Although there is no way to guarantee a 100% success rate on the CCIE™ Voice Lab exam, we feel **VERY** confident that your chances of passing the Lab will improve dramatically after completing this industry-recognized Workbook!

At the beginning of each section, you will be referred to a diagram of the network topology. All sections utilize the same physical topology, which can be rented at www.ProctorLabs.com.

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s t u d y l i s t (<http://www.OnlineStudyList.com>)

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In addition, when you pass the CCIE™ Lab exam, we want to hear about it! Email your CCIE™ number to success@ipexpert.com and let us know how IPexpert helped you succeed. We would like to send you a gift of thanks and congratulations.

Additional CCIE™ Preparation Material

IPexpert, Inc. is committed to developing the most effective Cisco CCIE™ R&S, Security, Service Provider, and Voice Lab certification preparation tools available. Our team of certified networking professionals develops the most up-to-date and comprehensive materials for networking certification, including self-paced workbooks, online Cisco hardware rental, classroom training, online (distance learning) instructor-led training, audio products, and video training materials. Unlike other certification-training providers, we employ the most experienced and accomplished team of experts to create, maintain, and constantly update our products. At IPexpert, we are focused on making your CCIE™ Lab preparation more effective.

A message from the Author(s):

The scenarios covered in this workbook were developed by Voice CCIEs to help you prepare for the Cisco CCIE Voice laboratory. It is strongly recommended that you use other reading materials in addition to this workbook.

Training is not the CCIE Voice workbook objective. The intent of these labs is to test your knowledge and ability of implementing Cisco Enterprise Voice Solutions.

Time management is very important, if you get stuck on a lab scenario be sure to write it down. Formulate a Checklist for skipped sections and then return to those sections once you have gone through the entire lab. Be sure to revisit the questions that you do not understand.

For more information on the CCIE Voice lab, please visit <http://www.cisco.com/go/ccie> and click on the link for Voice on the top-right of the page.

Helpful Hints

- Keep It Simple, try to avoid any extra work (example: adding descriptions)
- Always reference everything in the DocCD <http://www.cisco.com/univercd/>
- Know your SRNDs well <http://www.cisco.com/go/srnd>
- Save your router configurations (write memory)
- Restart the CallManager service periodically to reset everything.

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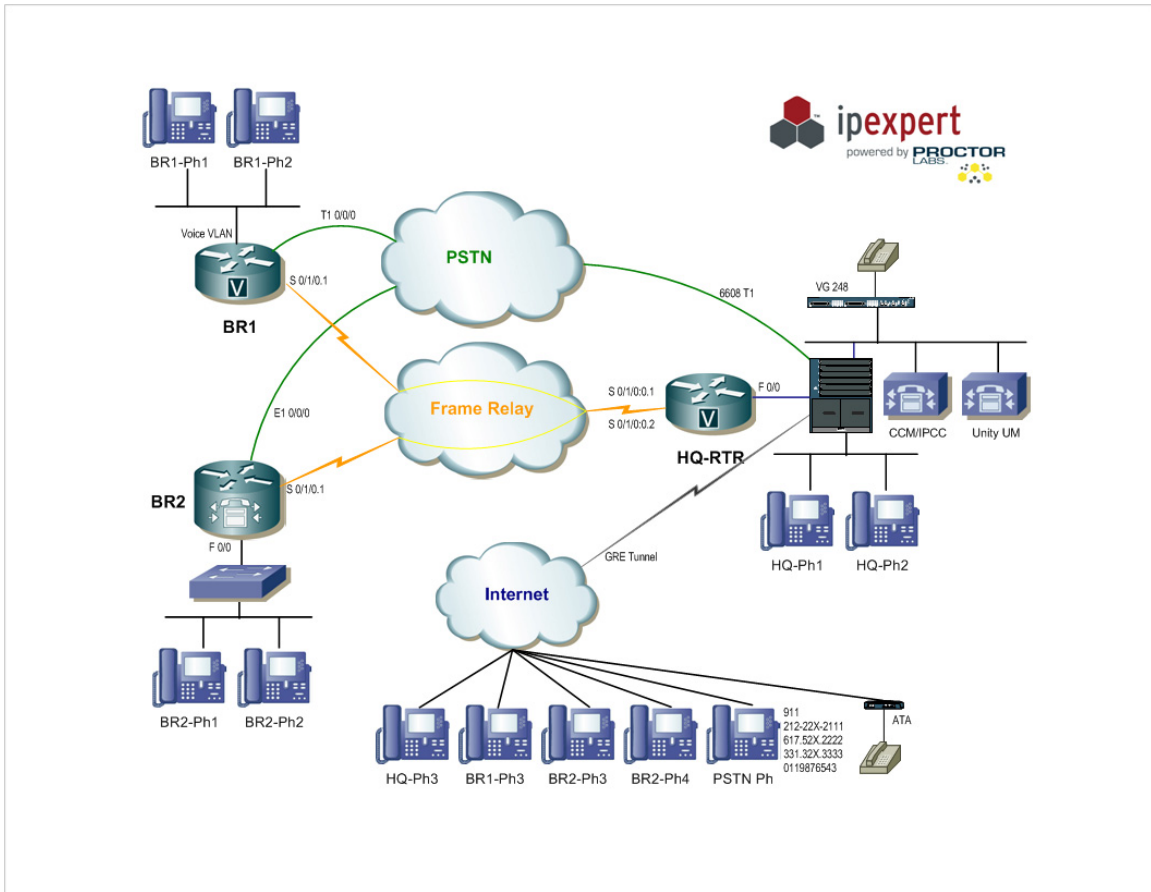
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Section 16 Topology



NOTE

All References to Tables in this particular lab refer to the tables found in the document labeled "All_Labs_Tables.PDF" included with this Product and available with the configuration files found in your www.IPexpert.com account.

Section 16 Configuration Tasks

1. Create a schedule in CUE that defines normal business hours as Mon-Fri 8am-5pm and Saturday 10am-2pm.
2. Create a General Delivery Mailbox for the Support Queue but give it the extension of 3215. Ensure that any phone in the office can access this mailbox by pressing “9” after they sign into their VM box. Finally, modify the Support Queue (not the hunt group) so that if agents are un-available they will go to this GDM. Also ensure that all BR2 phones see if there is a message waiting in the GDM.
3. Modify the AA script you created to cause calls that come into the CUE AA during normal business hours go to the standard menu, but that if the call comes in after hours or during holidays, to send it directly to the general delivery mailbox for the Support Q. Create a holiday for Dec 25.
4. Create a Distribution List that allows users to be able to forward important messages to extension 3250 and all phones will receive the message in their own mailbox. The GDM must also receive the message in its box. You may **not** directly select phone extensions when creating this List. You also may **not** use the default ‘everyone’ list.
5. Network CUE with Unity. Allow messages to be seamlessly forwarded back and forth.

Technical Verification and Support

To verify your configurations please review the Volume 1 Proctor Guide that you received along with this Workbook. You can also find this document in the eBook section of your www.IPexpert.com account.

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