



OVERVIEW

Course Level:

Introductory

Format:

Four half-days online or two days on-site

Course Code:

TRN-nG1-UC

Prerequisites:

- Students should have a working knowledge of LAN technologies and topologies
- A basic understanding of unified communications (voice and video) technologies and terms, such as jitter, packet loss, latency and MOS

UC Performance Management

nGeniusONE Service Assurance Platform

Course Description

UC (Unified Communications) Performance Management is a two-day course that covers user and administrator level tasks with a focus on unified communications triage. Topics include Unified Communications network architecture, voice over IP (VoIP) concepts, and voice/video quality measurements. Students learn how to navigate the nGeniusONE™ user interface, how to assess and troubleshoot service performance, and how to generate reports. How to update settings in response to changing performance or customer requirements, are also presented. Instructor-led exercises on live systems give students hands-on experience.

Course Objectives

- Describe the UC overlay architecture
- Define voice quality and voice over IP concepts and terminology
- Navigate the UC graphical user interface
- Assess voice and video quality using nGeniusONE
- Troubleshoot individual and systemic voice / video quality issues
- Generate reports to inform management on the status of communications
- Adjust settings on a live system

Course Syllabus:

Day One

(Days 1 and 2 of virtual class)

Introduction

- Unified Communication Overview
- Solution architecture
- Quality of experience metrics
- Access and layout of the GUI
- Description of the classroom lab network

Monitoring and Troubleshooting

- Filtering
- Key quality metrics

Day Two

(Days 3 and 4 of virtual class)

Monitoring and Troubleshooting, cont.

- Event summaries
- Real-time data, active streams
- All nodes summary views
- Detailed views: nodes, streams, probes, alarms

Troubleshooting Labs

- Protocol architecture
- Reporting
- Traffic Monitor
- Hands-on exercises (2)

Unified Communication

- Creating and using Service Dashboards
- Call information – summary and detail views
- Using the Service Monitors

Certification

Exam Code: nG1- UC

Format: Online, multiple choice

Availability: Worldwide, English

Exam Fees: Included with course registration fee

Enrollment

All students who register for and successfully complete the nGeniusONE Service Triage course are eligible to take the corresponding nG1-UC certification exam.

Preparation

The exam is designed to measure students' retention of key lesson objectives in the course. When preparing for the exam, students are encouraged to pay close attention in class and to actively participate. Students may reference their student guides during the exam.

Procedure

The exam consists of twenty-five multiple choice questions chosen from a larger pool of questions. Candidates have two hours to complete the exam. A score of seventy percent (18 correct answers) is required to pass. If a candidate does not pass on the first try, two additional retakes are allowed.

For more information about NETSCOUT® University's Certification Program, please [click here](#) to access the program website.

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