

Agenda - Building Cisco VoIP Services

1. Tag

- 08:30 **Eintreffen der Teilnehmer im Gebäude 4 (Mensa)**
Begrüssung bei Kaffee und Gipfeli
- 09:00 - **Introduction to VoIP Applications**
09:45
 - Benefits and Constraints of Data/Voice Convergence
 - Example Applications

Pause

- 10:00 - **Call Manager Internals**
11:00
 - Call Manager Signaling and Protocols
 - Data Sources (DB, CDR)
 - Clustering and Reliability
- 11:15 - **Call Manager Interfaces**
12:15
 - CTI (JTAPI, TAPI)
 - CTI Route Point, CTI Port
 - Enabling Services
 - Call Control
 - SOAP / AXL

Mittagspause

- 13:30 - **Lab 1: First steps**
14:45
 - Configure your integrated development environment (Eclipse)
 - Other requirements (JDK, etc.)
 - Make Call (Interactive demonstration)
 - Debugging (Java, Wireshark)

Pause

- 15:00 - **Understanding Real-Life Examples**
17:00
 - Outlook Dialer
 - Single Number Reach (IIS)
 - Bulk Administration (AXL/SOAP)
 - Web-Dialer
 - Intercom (Streaming)

2. Tag

09:00 - **Introduction to MyFramework**

10:00

- MyFramework
- MyVoIPSource.org

Pause

10:15 - **Programming XML Services**

11:15

- Cisco XML Elements
- Integrated IP Phone Webserver (CGI Interface)

11:30 - **Lab 2: Using XML Services**

12:30

- Gathering Device Information
- GUI Modifications (Soft Buttons, etc.)

Mittagspause

13:30 - **Get Information from other Services**

14:30

- LDAP (Microsoft Active Directory)
- WebDav
- SOAP
- ODBC / OLEDB
- Call Tracer (XML, HTTP)

14:45 - **Programming Cisco IP Phone Services**

15:30

- ASP.NET, JSP
- Linux Server (PHP, Apache, Tomcat)

Pause

15:45 - **Lab 3: Implement your own Service**

17:00

Design and build your own service and discuss possible implementation issues

17:15

Course Feedback