Implementing QoS for Unified Communications Training Course



21 - 25 Dec 2026

Cape town

4600 € (Per Person)

Ref: #NO9259_279084

Course Introduction / Overview:

This course provides a comprehensive exploration of implementing Quality of Service (QoS) to ensure optimal performance for Unified Communications (UC) applications. In today's business environment, real-time services like voice, video conferencing, and collaborative applications are mission-critical, and their performance is highly sensitive to network conditions such as latency, jitter, and packet loss. This program delves into the essential principles and practical techniques required to design, configure, and manage a robust QoS architecture. Drawing upon foundational concepts detailed by experts like Tim Szigeti in works such as "End-to-End QoS Network Design", participants will move from theory to application. We will cover the entire lifecycle of a QoS implementation, from initial traffic analysis and policy design to hands-on configuration and advanced troubleshooting. BIG BEN Training Center has developed this curriculum to empower network professionals with the skills to prioritize critical UC traffic, manage bandwidth effectively, and guarantee a high-quality user experience. This training is not just about learning commands; it's about understanding the "why" behind QoS and mastering the strategies to build resilient and high-performing networks that support modern communication demands.

Target Audience / This training course is suitable for:

- Network Engineers and Administrators.
- IT Managers and Team Leaders.
- Unified Communications and Collaboration Specialists.
- VoIP and Telephony Engineers.
- Systems Engineers responsible for network infrastructure.
- Solutions Architects designing communication systems.
- IT professionals seeking to enhance network performance skills.

Target Sectors and Industries:

- Information Technology and Services.
- Telecommunications Providers.
- Financial Services and Banking.
- Healthcare and Medical Institutions.
- Education Sector including Universities and Schools.
- Government Agencies and Public Sector Organizations.
- Consulting and Professional Services Firms.
- Large-scale Enterprises with distributed workforces.

Target Organizations Departments:

- Information Technology (IT) Department.
- Network Operations Center (NOC).
- Infrastructure and Operations Teams.
- Unified Communications (UC) Department.
- Telecommunications and Voice Services.
- Cybersecurity and Network Security Teams.
- Service Delivery and Support Departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze and classify different types of network traffic for UC applications.
- Understand the core concepts of latency, jitter, and packet loss and their impact on real-time media.
- Differentiate between various QoS models like IntServ and DiffServ.
- Design comprehensive end-to-end QoS policies for voice, video, and data.
- Implement traffic marking and classification using DSCP and CoS values.
- Configure queuing, shaping, and policing mechanisms on network devices.
- Troubleshoot common QoS implementation issues effectively.
- Monitor and validate the performance of QoS policies in a live environment.
- Apply QoS principles to wireless and cloud-based UC deployments.
- Develop a strategic approach to bandwidth management and network resource optimization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants gain both theoretical knowledge and hands-on skills. This course moves beyond traditional lectures by incorporating a blended learning approach. Each day will feature expert-led presentations that break down complex QoS concepts into understandable modules. These sessions are complemented by interactive group discussions and Q&A segments to foster a collaborative learning environment. A significant portion of the course is dedicated to practical application through guided lab simulations and real-world case studies. Participants will work on scenarios that mirror challenges faced in corporate networks, allowing them to design, implement, and troubleshoot QoS policies in a controlled setting. Team-based activities will encourage peer-to-peer learning and problem-solving. Continuous feedback will be provided by the instructor to guide participants and reinforce key learning objectives. This immersive approach ensures that attendees leave the course with the confidence and competence to apply their new skills directly to their professional roles, delivering tangible improvements to their organization's network performance.

Course Agenda (Course Units):

Unit One: Fundamentals of QoS for Unified Communications

- Introduction to Unified Communications (UC) and its components.
- Understanding the impact of network impairments like latency, jitter, and packet loss.
- The business case for implementing Quality of Service.
- Overview of QoS models: Best-Effort, Integrated Services (IntServ), and Differentiated Services (DiffServ).
- Exploring the DiffServ architecture and its components.
- Introduction to traffic classification and marking principles.
- Identifying and profiling UC application traffic flows.

Unit Two: Core QoS Mechanisms and Tools

- Deep dive into classification using Access Control Lists (ACLs) and NBAR.
- Understanding Layer 2 (CoS) and Layer 3 (DSCP) marking techniques.
- Congestion management and queuing theory.
- Analysis of queuing algorithms: FIFO, Priority Queuing (PQ), and Weighted Fair Queuing (WFQ).
- Congestion avoidance mechanisms, including Random Early Detection (RED).
- Introduction to traffic policing and shaping concepts.
- Comparing and contrasting policing versus shaping for traffic control.

Unit Three: Designing an End-to-End QoS Strategy

- Conducting a network audit and assessing QoS requirements.
- Developing a QoS policy and defining service levels.
- Mapping application requirements to DSCP values and Per-Hop Behaviors (PHBs).
- Designing a class-based QoS model (e.g., 4, 5, or 8-class models).
- Trust boundaries and their importance in a QoS design.
- Calculating bandwidth requirements for voice and video traffic.
- Documenting the QoS design for implementation and support.

Unit Four: Implementing and Verifying QoS

- Platform-specific QoS configuration approaches.
- Using the Modular QoS CLI (MQC) for policy implementation.
- Configuring class maps, policy maps, and service policies.
- Applying QoS policies to interfaces and sub-interfaces.
- Techniques for verifying QoS configuration and operation.
- Using show and debug commands to monitor QoS performance.
- Leveraging network management tools for QoS monitoring and reporting.

Unit Five: Advanced Topics and Troubleshooting QoS

- Implementing QoS over diverse WAN technologies like MPLS and SD-WAN.
- Addressing QoS challenges in wireless LAN environments.
- Quality of Service in cloud-hosted UC solutions (UCaaS).
- Troubleshooting common QoS issues: misclassification, policing drops, and incorrect queuing.
- Using packet captures and flow analysis to diagnose QoS problems.
- The role of QoS in securing real-time communications.
- Future trends and the evolution of Quality of Service.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As network traffic becomes increasingly encrypted, how can organizations effectively classify and prioritize applications for QoS without compromising security principles?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, vendor-agnostic approach to Quality of Service, focusing on universally applicable principles and strategies rather than vendor-specific command memorization. While many programs concentrate solely on configuration, our curriculum, developed by BIG BEN Training Center, dedicates significant time to the crucial pre-implementation phases of design and strategy. Participants learn not just the "how" but the critical "why" behind every QoS decision, empowering them to build scalable and resilient solutions tailored to their unique business needs. A key differentiator is our emphasis on real-world troubleshooting, using case studies and simulated network problems that reflect the complex challenges professionals face today. Furthermore, the course is uniquely forward-looking, with a dedicated unit on advanced topics such as QoS for SD-WAN, wireless networks, and cloud-based UC platforms. This ensures that participants are equipped not only for current network demands but are also prepared for the evolving landscape of enterprise communications. The interactive methodology, blending expert instruction with hands-on labs, ensures a deep, practical understanding that translates directly into improved network performance and a superior user experience.