

Understanding Cisco Collaboration Foundations (CLFNDU)

Duration: 5 days

Audience: Professionnel TI

Who is this training for?

Network Administrators, Network Engineers, Systems Engineers, and anyone preparing to take the CCNP Collaboration Certification.

Training objectives

- Define collaboration and describe the primary purpose of key devices in a Cisco on-premises, hybrid, and cloud collaboration deployment model.
- Configure and modify the required settings in Cisco Unified Communications Manager (CM), including service activation, enterprise settings, CM groups, time settings, and device pool.
- Deploy and troubleshoot IP phones via automatic registration and manual configuration in Cisco Unified CM.
- Describe the process of configuring and deleting calls for a SIP device, including negotiating the codec using Session Description Protocol (SDP) and configuring the media channel.
- Manage Cisco Unified CM user accounts (local and via LDAP), including role or group, service profile, UC service, and identification policy.
- Configure dial plan items within a Cisco Unified CM deployment at a single site, including routing groups, local routing group, routing lists, routing schemes, translation schemes, transformations, SIP trunks, and SIP routing schemes.
- Configure the control class on Cisco Unified CM to control which devices and lines have access to services.
- Configure Cisco Unified CM for Cisco Jabber and implement common endpoint features, including call park, softkeys, shared lines, and collection groups.
- Deploy a simple SIP dial plan on a Cisco Integrated Service Routers (ISR) gateway to enable access to the PSTN network.
- Manage Cisco UCM access to media resources available in Cisco UCM and Cisco ISR gateways.

- Describe reporting and maintenance tools, including Unified Reporting, Cisco Real-Time Monitoring Tool (RTMT), Disaster Recovery System (DRS), and Call Detail Records (CDRs) in Cisco Unified CM.
- Describe additional considerations for deploying video endpoints in Cisco Unified CM.
- Describe the integration of Cisco Unity with Cisco Unified CM and the default call manager.

Summary

The Understanding Cisco Collaboration Basics (CLFNDU) course gives you the skills and knowledge to administer and support a simple, single-site Cisco Unified Communications Manager (CM) solution with a Session Initiation Protocol (SIP) gateway. The course covers initial settings, device management including phones and video endpoints, user management and media asset management, and tools for maintaining and troubleshooting Cisco Unified Communications solutions. In addition, you will learn the basics of SIP dial plans, including connectivity to Public Switched Telephone Network (PSTN) services, and how to use Class of Service capabilities.

Course outline

Exploring the path of collaboration.

Approach and methodology

This course emphasizes a hands-on, step-by-step approach, combining conceptual lectures with guided labs in a Cisco environment. Learning is centered on the configuration, administration and troubleshooting of collaboration solutions, through realistic scenarios. Progression allows participants to develop operational skills to deploy and maintain collaboration infrastructures in a professional context.

Prerequisites

- Knowledge of Internet web browser usability and general computer usage.
- Knowledge of Cisco Internetwork Operating System (Cisco IOS) command line.

Recommendations

Familiarize yourself with: The basics of networks and telecommunications

Identify your objectives: Understand collaboration solutions (voice, video, messaging)

Administer Cisco systems Have a vision of your current environment (telephony, collaborative tools)

Accreditations

CCNP Collaboration