

Cisco CCNA Collaboration



Course Outline:

CICD

Module 1: Cisco Unified Communications Solutions

- Understanding the Components of Cisco Unified Communications Solutions
- Understanding the Characteristics of Cisco Unified Communications Solutions

Module 2: Administrator and End-User Interfaces

- Understanding Administrator Interfaces
- Understanding End-User Interfaces

Module 3: Call Flows in Cisco Call Control Platforms

- Understanding Call Flows and Call Legs
- Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager
- Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express

Module 4: Endpoint and End-User Administration

- Understanding End-User Characteristics and Configuration Requirements
- Understanding End-User Implementation Options
- Understanding Endpoint Characteristics and Configuration Requirements
- Understanding Endpoint Implementation Options

Module 5: End User Telephony and Mobility Features

- Understanding Telephony Features
- Enabling Telephony Features
- Understanding Mobility Features
- Enabling Mobility Features

Module 6: Cisco Unity Connection and Cisco Unified Communications Manager IM and Presence Service

- Understanding Cisco Unity Connection
- Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Understanding End User and Voice Mailbox Implementation Options
- Understanding Cisco Unified Communications Manager IM and Presence Service
- Enabling Cisco Unified Communications Manager IM and Presence Service

Module 7: Cisco Unified Communications Solutions Maintenance

- Providing End-User Support
- Understanding Cisco Unified Communications Manager Reports
- Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Monitoring Voicemail in Cisco Unity Connection
- Understanding the Disaster Recovery System

CIVND Part 1

Module 1: Video Conferencing and Streaming Fundamentals

- Introduction to Video and Video Applications
- Video Technology Basics
- Video Protocols and Media
- Functional Components of Video Infrastructures
- Network Requirements of Video Solutions
- Cisco Video Solution Architecture Overview

Module 2: Cisco TelePresence Endpoint Environmental Requirements and Installation

- Environmental Requirements for Video Installations
- Installing Cisco TelePresence Endpoints and Profile Systems

CIVND Part 2

Module 1: Cisco Business Video Solutions

- Describing Cisco Video Collaboration.
- Describing Cisco Video and Content Delivery
- Describing Cisco Video Surveillance
- Discovering Central Video-Endpoint Control Elements

Module 2: Cisco Unified IP Phones, Collaboration Desk Endpoints, and Cisco Jabber

- Describing and Installing Cisco Unified IP Phones, Collaboration Desk Endpoints, and Cisco Jabber
- Configuring Cisco Unified IP Phones and Cisco Jabber
- Operating and Troubleshooting Cisco Unified IP Phones and Cisco Jabber

Module 3: Cisco TelePresence Endpoints

- Describing Cisco TelePresence Endpoint Characteristics and Installation
- Configuring Cisco TelePresence CTS Software-Based and Cisco DX650 Endpoints
- Configuring Cisco TelePresence TC Software-Based Endpoints
- Operating and Troubleshooting Cisco TelePresence Endpoints

Module 4: Multipoint Conferencing

- Describing Cisco Multipoint Conferencing
- Configuring and Monitoring Cisco Multipoint Conferencing

Module 5: Cisco Digital Media Players

- Describing Cisco DMP Characteristics and Installation
- Configuring Cisco DMPs
- Managing Cisco Edge 340 DMPs