

5 Days

CISCO CCNA Collaboration

The CISCO CCNA Collaboration is a five-day intensive course for network video engineers, IP telephony, IP network engineers to equip them to perform unified communications.

This course imparts knowledge of advanced collaboration and video skills such as the voice, video, data, and mobile applications to understand the management of Cisco Unified Communications Solutions.

The CISCO CCNA Collaboration Certification is achieved through the following exams & training:

1. Implementing Cisco Collaboration Devices (210-060 CICD)
2. Implementing Cisco Video Network Devices Part 1 & 2 (210-065 CIVND)

Course Details

Course Outline

1. Implementing Cisco Collaboration Devices (210-060 CICD)

Module 1: Describing the Characteristics of a Cisco Unified Communications Solution

- Describing the Cisco Unified Communications components and their functions
- Describing call signaling and media flows
- Describing quality implications of a VoIP network

Module 2: Provisioning End Users and Associated Devices

- Describing user creation options for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- Creating or modifying user accounts for Cisco Unified Communications Manager
- Creating or modifying user accounts for Cisco Unified Communications Manager Express using the GUI
- Creating or modifying endpoints for Cisco Unified Communications Manager
- Describing the function of calling privileges and how calling privileges impact system features
- Creating or modifying directory numbers
- Enabling end users for Cisco Unified IM and Presence
- Verifying user features are operational

Module 3: Configuring Voice Messaging and Presence

- Describing user creation options for voice messaging
- Creating or modifying user accounts for Cisco Unity Connection
- Describing Cisco Unified IM and Presence
- Configuring Cisco Unified IM and Presence

Module 4: Maintaining Cisco Unified Communications System

- Generating CDR and CMR reports
- Generating capacity reports
- Generating usage reports
- Generating RTMT reports to monitor system activities
- Monitoring voicemail usage
- Removing unassigned directory numbers
- Performing manual system backup

Module 5: Providing End User Support

- Verifying PSTN connectivity
- Defining fault domains using information gathered from end user
- Troubleshooting endpoint issues
- Identifying voicemail issues and resolve issues related to user mailboxes
- Describing causes and symptoms of call quality issues
- Resetting single devices
- Describing how to use phone applications

2. Implementing Cisco Video Network Devices Part 1 & 2 (210-065 CIVND)

Module 1: Video Concepts

- Describing the functional components of video solutions

Module 2: Endpoint Configuration

- Describing video product models
- Describing environment recommendations
- Implementing desktop endpoints and surveillance cameras
- Describing features and functions

Module 3: Troubleshooting and Support

- Describing troubleshooting methodologies
- Identifying endpoint issues
- Collecting system information
- Managing configuration
- Implementing key CLI commands

- Monitoring events and alerts

Module 4: Conferencing Concepts

- Describing multipoint control units
- Describing conferencing features
- Describing scheduling vs ad hoc vs on demand features

Who Should Attend

This course is ideal for those working with the profiles of:

- Channel Partner / Reseller
- Customer
- Employee

Pre Requisite

Valid CCNA Collaboration certification or any Cisco CCIE certification can act as a prerequisite.

Exams

210-060 CICD Implementing Cisco Collaboration Devices (CICD) 210-065 CIVND Implementing Cisco Video []

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Date - Apr 27, 2024