Understanding Cisco Collaboration Foundations Training

Duration: **5 Day**

IT Academy

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This course provides an introduction to Cisco collaboration technologies, focusing on the administration and support of a simple, single-site Cisco Unified Communications Manager (CM) solution with a Session Initiation Protocol (SIP) gateway. Participants will gain foundational knowledge of Cisco Unified Communications, including system configuration, user and device management, dial plans, and troubleshooting tools. The course also covers key concepts such as SIP call setup, codec negotiation, and integration with Cisco Unity for voicemail services.

This course is designed as an entry-level training for those preparing for the CCNP Collaboration certification and lays the groundwork for advanced collaboration courses.

Prerequisites

This course does not require prior Cisco courses, but participants should have:

- A basic understanding of internet web browsers and general computer usage
- Familiarity with Cisco Internetwork Operating System (Cisco IOS®) command line

Target audience

This course is ideal for:

- IT professionals preparing for CCNP Collaboration certification
- Network administrators managing voice and video services
- Network engineers responsible for Cisco Unified Communications deployments
- Systems engineers supporting Cisco collaboration solutions

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What You Will Learn

By the end of this course, learners will be able to:

- Define collaboration technologies and describe the key devices in Cisco on-premise, hybrid, and cloud deployments
- Configure essential parameters in Cisco Unified Communications Manager (CM), including service activation, enterprise parameters, and device pools
- Deploy and troubleshoot Cisco IP phones using auto-registration and manual configuration
- Explain the SIP call setup process, including codec negotiation via Session Description Protocol (SDP)
- Manage user accounts in Cisco Unified CM, including local and Lightweight Directory Access Protocol (LDAP) configurations
- Configure dial plan elements within a single-site Cisco Unified CM environment, including route groups, route patterns, and SIP trunks
- Implement Class of Control (CoC) in Cisco Unified CM to manage service access
- Configure Cisco Jabber and implement features such as call park, shared lines, and pickup groups
- Set up a SIP dial plan on a Cisco Integrated Services Router (ISR) to connect to the Public Switched Telephone Network (PSTN)
- Manage media resources within Cisco Unified CM and ISR gateways
- Use Cisco Unified CM troubleshooting tools, including Unified Reports, Real-Time Monitoring Tool (RTMT), and Call Detail Records (CDRs)
- Understand additional considerations for deploying video endpoints
- Describe the integration of Cisco Unity with Cisco Unified CM and its voicemail capabilities