

CCNP Collaboration

Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1) 1.0

Course Content

Cisco IP Telephony & Video, Part 1 (CIPTV1) v1.0 is a five-day course that prepares the learner for implementing a Cisco Collaboration solution at a single-site environment. This course focuses primarily on Cisco Unified Communications Manager Version 10.x, which is the call-routing and signaling component for the Cisco Collaboration solution. Lab exercises included in the course help learners to perform post installation tasks, configure Cisco Unified Communications Manager, implement MGCP and H.323 and, SIP trunks, and build dial plans to place single site on-cluster and off-cluster calling for voice and video. Learners will also implement media resources, audio and video conferencing, and describe QoS.

Course Outline

- Module 1: Cisco Unified Communications Manager Introduction
- Module 2: Dial Plan Introduction and Implementation of Single- Site On-Cluster Calling
- Module 3: Implementation of Single-Site Off-Cluster Calling
- Module 4: Media Resources
- Module 5: Audio and Video Conferencing
- Module 6: Quality of Service

Implementing Cisco IP Telephony and Video, Part 2 (CIPTV2) 1.0

Course Content

Implementing Cisco IP Telephony and Video, Part 2 (CIPTV2) v1.0 is a five-day course that prepares the learner for implementing Cisco Unified Communications Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network. It covers globalized call routing, URI call routing, global dial plan replication based on the ILS, Cisco Unified SRST, mobility features, call admission control, integration of Cisco VCS and Cisco Unified Communications Manager, and Cisco Mobile Remote Access on Cisco Expressway Series.

Course Outline

- Module 1: Multisite Deployment Implementation
- Module 2: Centralized Call- Processing Redundancy Implementation
- Module 3: Bandwidth Management and CAC Implementation
- Module 4: Implementation of Features and Applications for Multisite Deployments
- Module 5: Cisco VCS and Cisco Expressway
- Module 6: GDPR and CCD

Troubleshooting Cisco IP Telephony and Video (CTCOLLAB) 1.0

Course Content

Troubleshooting Cisco IP Telephony and Video (CTCOLLAB) v1.0 is a five-day course that prepares the learner for troubleshooting Cisco Unified Communications Manager, Cisco VCS-C, and Cisco Expressway series in a multisite voice and video network. The course teaches troubleshooting methodology, triage, resources, tools, and fixes at the integrated system or solution level for Cisco Collaboration Solutions. It covers troubleshooting of Cisco Unified Communications Manager, VCS Control and VCS Expressway, issues with Call Setup, issues with ILS, Cisco Unified Communications Manager Mobility Features, Cisco TelePresence Management Suite, and issues with Voice Quality and Media Resources.

Course Outline

- Module 1: Introduction to Troubleshooting Cisco Collaboration Solutions
- Module 2: Cisco Unified Communications Manager Troubleshooting
- Module 3: Cisco VCS Control and VCS Expressway Troubleshooting
- Module 4: Call Setup Issues
- Module 5: ILS and GDPR Issues
- Module 6: Cisco Unified Communications Manager Mobility Features
- Module 7: Cisco TelePresence Management Suite Issues
- Module 8: Voice Quality and Media Resources Issues

Implementing Cisco Collaboration Applications (CAPPS) 1.0

Course Content

Integrating Cisco Unified Communications Applications (CAPPS) v1.0 is a five-day course that prepares the learner for integrating Cisco Unity Connection, Cisco Unity Express, Cisco Unified IM and Presence, and video into a Collaboration deployment. It describes voice messaging deployment scenarios, Cisco Unified Presence features, and troubleshooting mechanisms as well as Cisco Unified IM and Presence and Cisco Jabber integration options with Cisco Unified Communications Manager.

Course Outline

- Module 1: Cisco Unity Connection
- Module 2: Cisco Unity Express
- Module 3: Cisco Unified IM and Presence Implementation
- Module 4: Video Provisioning and Integration in a Unified Communications Deployment