

Understanding Cisco Collaboration Foundations (CLFNDU)

Price: 1500

Duration 365 Days

Delivery Methods eLearning

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Overview

The duration of this course is 40 hours, and it is eligible for 30 CE credits towards recertification.

The Understanding Cisco Collaboration Foundations (CLFNDU) training gives you the skills and knowledge needed to administer and support a simple, single-site Cisco® Unified Communications Manager (UCM) solution with Session Initiation Protocol (SIP) gateway. The training covers initial parameters, management of devices including phones and video endpoints, management of users, and management of media resources, as well as Cisco Unified Communications solutions maintenance and troubleshooting tools. 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. This training does not lead directly to a certification exam, but it does cover foundational knowledge that can help you prepare for several Cisco Certified Network Professional (CCNP) and other professional-level collaboration trainings and exams.

How You'll Benefit

This training will help you:

Administer a single-site Cisco Unified Communications Manager, handling daily tasks such as add, moves, changes and deletions of phones, video endpoints, and users

Configure Jabber devices and implement common endpoint features including call park, shared lines, pickup groups, and phone button templates

Introduce you to the SIP protocol, how calls are connected, and how media codes are determined

Introduce you to the capabilities and basic configuration of an SIP gateway for PSTN access

Introduce you to the dial plan elements used to route calls, and the class-of-service capabilities to control who can route calls where

Administer Cisco Unity Connection handling daily tasks such as add, moves, and changes and deletions of voicemail boxes and users

Administer maintenance tasks and use the troubleshooting tools available on Cisco Unified Communications Manager and Cisco Real-time Monitoring Tool

Who Should Enroll

Students preparing to take the CCNP Collaboration certification

Network administrators

Network engineers

Systems engineers

Learning Path Objectives

Define collaboration and describe the main purpose of key devices in a Cisco collaboration on-premise, hybrid, and cloud deployment model

Configure and modify required parameters in Cisco UCM, including service activation, enterprise parameters, UCM groups, time settings, and device pool

Deploy and troubleshoot IP phones via auto registration and manual configuration within Cisco UCM

Describe the call setup and teardown process for a SIP device including codec negotiation using Session Description Protocol (SDP) and media channel setup

Manage Cisco UCM user accounts (local and via Lightweight Directory Access Protocol [LDAP]) including the role/group, service profile, UC service, and credential policy

Configure dial plan elements within a single site Cisco Unified CM deployment including Route Groups, Local Route Group, Route Lists, Route Patterns, Translation Patterns, Transforms, SIP Trunks, and SIP Route Patterns

Configure Class of Control on Cisco CM to control which devices and lines have access to services

Configure Cisco UCM for Cisco Jabber and implement common endpoint features including call park, softkeys, shared lines, and pickup 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 within Cisco UCM and Cisco ISR gateways

Describe tools for reporting and maintenance including Unified Reports, Cisco Real-Time Monitoring Tool (RTMT), Disaster Recovery System (DRS), and Call Detail Records (CDRs) within Cisco UCM

Describe additional considerations for deploying video endpoints in Cisco UCM

Describe the integration of Cisco Unity® with Cisco UCM and the default call handler

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FAQ

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What is your late policy?

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What happens when I finish my class?

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