

## **CISCO CCNA COLLABORATION**

### **About Course**

At **Sunshine Learning & Technologies**, you'll quickly get the knowledge you need to successfully implement and troubleshoot most common industry standard protocols, alongside best practices required for connected networks. You'll also learn how to:

- Configure voice messaging
- Provide end user support
- Implement and install Cisco collaboration and Tele Presence endpoint
- Assess network requirements of video solutions

### **CISCO CCNA Collaboration Training Curriculum**

1. 210-060- Implementing Cisco Collaboration Devices (CICD)
2. Implementing Cisco Video Network Devices, Part 1 (CIVND1)
3. Implementing Cisco Video Network Devices, Part 2 (CIVND2)

### **210-060- Implementing Cisco Collaboration Devices (CICD)**

- Section 1: Understanding the Characteristics of Cisco Unified Communications Solutions
- Section 2: Understanding Administrator Interfaces
- Section 3: Understanding End-User Interfaces
- Section 4: Understanding Call Flows and Call Legs
- Section 5: Understanding the Configuration Components that Impact Call Flows in Cisco Unified Communications Manager
- Section 6: Understanding Configuration Components That Impact Call Flows in Cisco Unified Communications Manager Express
- Section 7: Understanding End-User Characteristics and Configuration Requirements
- Section 8: Understanding End-User Implementation Options
- Section 9: Understanding Endpoint Characteristics and Configuration Requirements
- Section 10: Understanding Endpoint Implementation Options
- Section 11: Understanding Telephony Features
- Section 12: Enabling Telephony Features
- Section 13: Understanding Mobility Features
- Section 14: Enabling Mobility Features
- Section 15: Understanding Cisco Unity Connection
- Section 16: Understanding End User and Voice Mailbox Characteristics and Configuration Requirements
- Section 17: Understanding End User and Voice Mailbox Implementation Options

- Section 18: Understanding Cisco Unified Communications Manager IM and Presence Service
- Section 19: Enabling Cisco Unified Communications Manager IM and Presence Service
- Section 20: Providing End-User Support
- Section 21: Understanding Cisco Unified Communications Manager Reports
- Section 22: Understanding Cisco Unified Communications Manager CDR Analysis and Reporting Tool Reports
- Section 23: Monitoring the System with Cisco Unified Real-Time Monitoring Tool
- Section 24: Monitoring Voicemail in Cisco Unity Connection
- Section 25: Understanding the Disaster Recovery System

### **Implementing Cisco Video Network Devices, Part 1 (CIVND1)**

- Section 1: Introduction to Video and Video Applications
- Section 2: Video Technology Basics
- Section 3: Video Protocols and Media
- Section 4: Functional Components of Video Infrastructure
- Section 5: Network Requirements of Video Solutions
- Section 6: Cisco Video Solution Architecture Overview
- Section 7: Environmental Requirements for Video Installations
- Section 8: Installing Cisco Telepresence Endpoints and Profile Systems

### **Implementing Cisco Video Network Devices, Part 2 (CIVND2)**

- Section 1: Describing Cisco Video and Content Delivery
- Section 2: Describing Cisco Video Surveillance
- Section 3: Describing Cisco Collaboration
- Section 4: Discovering Central Collaboration Endpoint Control Elements
- Section 5: Describing and Installing Cisco Unified IP Phones, Collaboration Desk Endpoints, and Cisco Jabber
- Section 6: Configuring Cisco Unified IP Phones and Cisco Jabber
- Section 7: Operating and Troubleshooting Cisco Unified IP Phones and Cisco Jabber
- Section 8: Describing Cisco Tele Presence Endpoint Characteristics and Installation
- Section 9: Configuring Cisco Tele Presence CTS Software-Based and Cisco DX650 Endpoints
- Section 10: Configuring Cisco Tele Presence TC Software-Based Endpoints
- Section 11: Operating and Troubleshooting Cisco Tele Presence Endpoints
- Section 12: Describing Cisco Multipoint Conferencing Solutions
- Section 13: Configuring and Monitoring Cisco Multipoint Conferencing

- Section 14: Describing Cisco DMP Characteristics and Installation
  - Section 15: Configuring Cisco DMPs
  - Section 16: Managing Cisco Edge 340 DMPs
- 

### **Hands On:-**

There will be separate Hands-On on each topic.

---