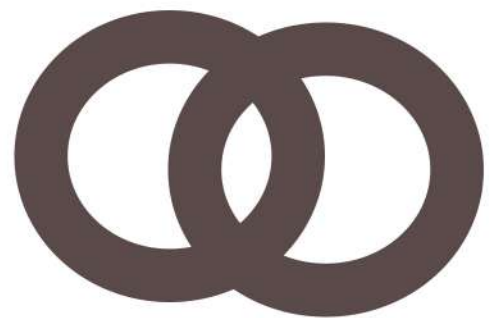


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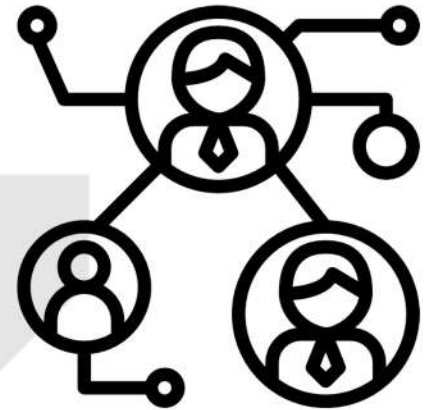
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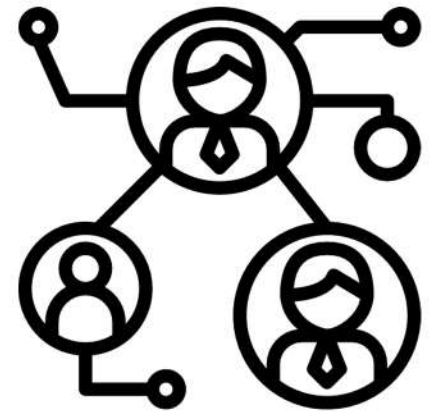
Course Modules

1. Infrastructure and Design

- Describe the Cisco on-premises, hybrid, & cloud collaboration soln
- Licensing (Smart, Flex)
- Sizing
- Bandwidth
- High availability
- Disaster recovery
- Dial plan
- Security (certificates, SRTP, TLS, OAuth, SSO)
- QoS
- Purpose of edge devices in the Cisco Collaboration architecture
- Config these ntwrk components to support Cisco Collaboratn soln
- DHCP
- NTP
- CDP
- LLDP
- LDAP
- TFTP and HTTP
- Certificates
- Tshoot these network components in a Cisco Collaboration soln
- DNS (A/AAAA, SRV, Reverse Pointer Record (PTR))
- NTP



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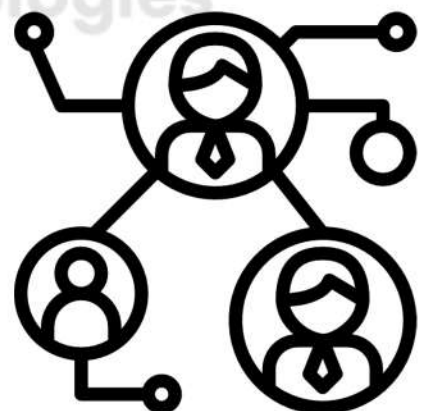
- CDP
- LLDP
- LDAP
- TFTP and HTTP
- Certificates
- Tshoot these network components in a Cisco Collaboration soln
- DNS (A/AAAA, SRV, Reverse Pointer Record (PTR))
- NTP
- LDAP integration on Cisco UCM
- TCP/TLS Handshake
- Explain these components to support Cisco Collaboration solutions
- SNMP
- DNS
- Directory Connector
- Describe Webex Control Hub features



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2. Protocols, Codecs, and Endpoints

- Troubleshoot these elements of a SIP conversation
- Call set up and tear down
- SDP
- DTMF
- Hold/Resume/Transfer
- Identify the collaboration codecs for a given scenario
- Deploy SIP endpoints
- Manual
- Self-provisioning
- Bulk Administration Tool (BAT)
- Onboarding cloud devices
- Device onboarding via activation codes (MRA/on-premises)
- Troubleshoot SIP endpoints
- Describe SIP OAuth on Cisco UCM



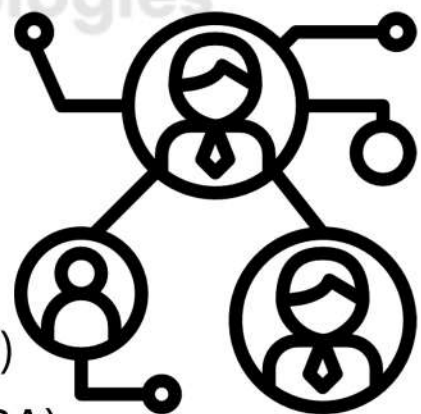
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3. Cisco IOS XE Gateway and Media Resources

- Configure voice gateway elements
- DTMF
- Voice translation rules and profiles
- Codec preference list
- Dial peers
- Troubleshoot dial-peer matching
- Identify the appropriate IOS XE media resources
- Describe cloud calling hybrid local gateway

4. Call Control

- Describe the Cisco UCM digit analysis process
- Implement toll fraud prevention on Cisco UCM
- Configure globalized call routing in Cisco UCM
- Route patterns (traditional and +E.164)
- Translation patterns
- Standard local route group
- Transforms
- SIP route patterns
- ILS pertaining to URI calling
- Partitions and Calling Search Space (CSS)
- Describe Mobile and Remote Access (MRA)
- Describe Webex Calling dial plan features
- Locations and numbers



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5.Qos

- Describe problems that can lead to poor voice and video quality
- Latency
- Jitter
- Packet loss
- Bandwidth
- Describe the QoS requirements for voice and video
- Describe the class models for providing QoS on a network
- 4/5 Class model
- 8 Class model
- QoS Baseline model (11 Class)
- Purpose and functn of these DiffServ values as it pertains to collab
- EF
- AF41
- AF42
- CS3
- CS4
- Describe QoS trust boundaries and their significance in LAN-based c
- Describe and determine location-based CAC bandwidth requiremen
- Configure LLQ (class map, policy map, service policy)



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6. Collaboration Applications

- Configure Cisco Unity Connection mailbox and MWI
- Config Cisco Unity Connection SIP integration options to call control
- Describe Cisco Unity Connection call handlers
- Deploy Webex App Hybrid or Cloud registration



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