

CCNA Collaboration

For network video engineers, collaboration engineers, IP telephony and IP network engineers who want to develop and advance their collaboration and video skills in line with the convergence of voice, video, data and mobile applications, the Cisco CCNA Collaboration certification is a job-role focused training and certification program. It will allow you to maximize your investment in your education, and increase your professional value by giving you the skills to help your IT organization meet increased business demands resulting from these technology transitions.

Prerequisites:

No prerequisites

Required Exams:

Implementing Cisco Collaboration Devices (210-060)

The 210-060 (CICD) Implementing Cisco Collaboration Devices exam is a 75-minute, 55-65 question assessment that is associated with the CCNA Collaboration certification. This exam tests a candidate's knowledge of Cisco Unified Communications (UC) solutions. A candidate is tested on knowledge of administrator and end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance.

Exam Topics:

| 1.0 Describe the Characteristics of a Cisco Unified Communications Solution | 15% |
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- 1.1 Describe the Cisco Unified Communications components and their functions
- 1.2 Describe call signaling and media flows
- 1.3 Describe quality implications of a VoIP network

| 2.0 Provision End Users and Associated Devices | 24% |
|---|------------|
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- 2.1 Describe user creation options for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- 2.2 Create or modify user accounts for Cisco Unified Communications Manager
- 2.3 Create or modify user accounts for Cisco Unified Communications Manager Express using the GUI
- 2.4 Create or modify endpoints for Cisco Unified Communications Manager
- 2.5 Create or modify endpoints for Cisco Unified Communications Manager Express using the GUI
- 2.6 Describe how calling privileges function and how calling privileges impact system features
- 2.7 Create or modify directory numbers

- 2.8 Enable user features and related calling privileges for extension mobility, call coverage, intercom, native presence, and unified mobility remote destination configuration
- 2.9 Enable end users for Cisco Unified IM and Presence
- 2.10 Verify user features are operational

3.0 Configure Voice Messaging and Presence

27%

- 3.1 Describe user creation options for voice messaging
- 3.2 Create or modify user accounts for Cisco Unity Connection
- 3.3 Describe Cisco Unified IM and Presence
- 3.4 Configure Cisco Unified IM and Presence

4.0 Maintain Cisco Unified Communications System

10%

- 4.1 Generate CDR and CMR reports
- 4.2 Generate capacity reports
- 4.3 Generate usage reports
- 4.4 Generate RTMT reports to monitor system activities
- 4.5 Monitor voicemail usage
- 4.6 Remove unassigned directory numbers
- 4.7 Perform manual system backup

5.0 Provide End User Support

24%

- 5.1 Verify PSTN connectivity
- 5.2 Define fault domains using information gathered from end user
- 5.3 Troubleshoot endpoint issues
- 5.4 Identify voicemail issues and resolve issues related to user mailboxes
- 5.5 Describe causes and symptoms of call quality issues
- 5.6 Reset single devices
- 5.7 Describe how to use phone applications

Implementing Cisco Video Network Devices (210-065)

The 210-065 Implementing Cisco Video Network Devices exam is a 75-minute, 55-65 question assessment that is associated with the CCNA Collaboration qualification programs. This exam tests a candidate's knowledge of and skills to implement various Cisco Video endpoints in converged Cisco video infrastructures. It also tests a candidate's ability to implement and troubleshoot Cisco Unified Communication and Collaboration, TelePresence, and Digital Media Player in different Cisco business video solution architectures.

Exam Topics:

| 1.0 Video Concepts | 21% | Hide Details |
|---|------------|---------------------|
| <p>1.1 Describe the functional components of video solutions</p> <ul style="list-style-type: none">• 1.1.a Provisioning and scheduling Management• 1.1.b Video compositing• 1.1.c Streaming video• 1.1.d Recording and storage• 1.1.e Media players• 1.1.f Media convergence• 1.1.g Media managements• 1.1.h Video convergence | | |
| 2.0 Endpoint Configuration | 32% | Hide Details |
| <p>2.1 Describe video product models</p> <ul style="list-style-type: none">• 2.1.a Mobile devices• 2.1.b Desktop systems• 2.1.c Multi-purpose systems• 2.1.d Surveillance cameras and encoders• 2.1.e Immersive systems• 2.1.f Peripherals and add-ons• 2.1.g Cabling connections• 2.1.h Digital media players <p>2.2 Describe environment recommendations</p> <ul style="list-style-type: none">• 2.2.a Room lighting recommendations• 2.2.b Room acoustics recommendations• 2.2.c Room power recommendations | | |

- 2.2.d Room HVAC recommendations
- 2.2.e Room materials (windows, floor material, wall material, etc.)
- 2.2.f Room size and background wall
- 2.2.g Viewing distance
- 2.2.h Physical security recommendations

2.3 Implement desktop endpoints and surveillance cameras

- 2.3.a Network settings
- 2.3.b GUI interface and CLI
- 2.3.c Control plane
- 2.3.d Cables
- 2.3.e Test call
- 2.3.f User acceptance test
- 2.3.g Microphone calibration
- 2.3.h Camera calibration
- 2.3.i Media playback on PCs

2.4 Describe features and functions

- 2.4.a Auto collaboration
- 2.4.b MCU capabilities versus TelePresence Server
- 2.4.c Audio add in
- 2.4.d PIP
- 2.4.e FECC
- 2.4.f Resolution setting
- 2.4.g Multi way vs multi-site

3.0 Troubleshooting and Support

31%

Hide Details

3.1 Describe troubleshooting methodologies

3.2 Identify endpoint issues

- 3.2.a Cabling
- 3.2.b Peripherals
- 3.2.c Network connectivity
- 3.2.d Registration
- 3.2.e Call setup
- 3.2.f Media quality
- 3.2.g Mid call feature issues

3.3 Collecting system information

- 3.3.a Logs
- 3.3.b Status

3.4 Manage configuration

- 3.4.a Backups
- 3.4.b Restore
- 3.4.c Reset to defaults
- 3.4.d Password recovery

3.5 Implement key CLI commands

3.6 Monitor events and alerts

4.0 Conferencing Concepts

10%

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4.1 Describe multi-point control units

4.2 Describe conferencing features

- 4.2.a Switching and layout options
- 4.2.b Cascading
- 4.2.c Conferencing add-ons

4.3 Describe scheduling vs adhoc vs on demand features