

CCIE® Collaboration Bootcamp (Cisco 360 Learning Program)

Duration 5 Days

OVERVIEW

Cisco 360 CCIE® Collaboration Advanced Workshop teaches students how to use an expert-level problem-solving process, including options analysis, to support complex Cisco Collaboration technologies and topologies. This course is part of a blended learning curriculum that aids students preparing for the CCIE Collaboration Lab Exam. CIEC includes one Pre-Assessment lab and one 8-hour Graded Performance Assessment Lab. This course is 50% hands on labs and 50% lecture. Delegates must bring their own laptops with them as courseware is provided electronically

CONTENT

Course Introduction

- CIEC Blended Learning Approach

CIEC Pre-Assessment Lab

- CIEC Pre-Assessment Lab Review

Core Task Analysis and Configuration

- Dial Plan Task Analysis and Configuration
- Media Resources
- QoS
- Voice Applications
- Collaboration Applications

Graded Performance Assessment Lab 1

- CIEC Graded Performance Assessment Lab 1 Review.
- Wrap-Up

LABS

Central to CIEC are the two hands-on, technology-focused labs:

Pre-Assessment Lab

This is an 8-hour, diagnostic assessment that is used to measure the student's skills and highlight the areas of weakness that need to be addressed before taking the exam. Common areas of knowledge deficiency will be incorporated into the class by the trainer.

Graded Assessment Lab 1

This hands-on lab challenges the issue-spotting skills of students by using the following core technologies:

- Campus infrastructure and services
- Cisco Unified Communications Manager and Cisco Unified Communications Manager Express endpoints
- Gateways
- Call-routing policies
- High-availability features
- Media resources
- Supplementary services
- Voice applications
- QoS and Call Admission Control (CAC)
- Messaging
- Voice and Video Codesc
- Cisco Unified Contact Center Express
- CUCM integration - IM , and Jabber

OBJECTIVES

Upon completing this course, the learner will be able to meet these overall objectives:

- Understand the problem solving approach of Cisco's CCIE Collaboration Lab Exam
- Configure and troubleshoot Cisco Collaboration Infrastructure
- Configure and troubleshoot Cisco Unified Communications Manager
- Configure and Troubleshoot Cisco IOS UC Applications and Features
- Configure and Troubleshoot QoS and Security in Cisco Collaboration Solutions
- Configure and Troubleshoot Cisco Unity Connection
- Configure and Troubleshoot Cisco Unified Contact Center Express (UCCX)
- Configure and Troubleshoot Cisco Unified IM Presence
- Identify next steps in CCIE Collaboration Lab Exam preparation

TARGET AUDIENCE

This course is designed for:

- Technical professionals who are preparing for the Cisco CCIE Collaboration Lab Exam.

PRE-PREREQUISITES

The knowledge and skills that a learner must have before attending this course are as follows:

- Have passed the CCIE Voice or CCIE Collaboration written exam

Be able to demonstrate advanced level competencies both in knowledge and skills in the following areas:

- Cisco Unified CM or later: Globalized Dial Plan (Plus Dialing)
- Cisco Unified Communications Manager Express : SIP/SCCP Endpoints
- Cisco Unity Connection and Cisco Unity Express: Integration and Call Routing
- Cisco Unified Presence : Cisco Unified CM Integration , Soft phone/Desk phone modes
- Cisco Unified Contact Center Express : ACD , Cisco Unified CM integration and basic scripting
- Cisco Voice Gateways: Dial Peers , PRI , Digit manipulation

CERTIFICATION

Recommended as preparation for :

The Cisco CCIE Collaboration Lab Exam

The Cisco CCIE Collaboration Lab Exam is an eight-hour, hands-on exam which requires you to configure a network to given specifications in a timed test situation. Although basic network connectivity is provided, you will be responsible for configuring the pre-installed applications to satisfy the requirements of the lab, and to troubleshoot important parameters of a voice network, such as quality of service, VLANs, gateways and gatekeepers. Points values and testing criteria are provided.