

CCNP Collaboration

Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1) 1.0-300-070 CIPTV1

1.0 Dial Plan	25%
<ul style="list-style-type: none"> 1.1 Describe the components of a dial plan 1.2 Describe path selection (inbound, outbound, on-net and off-net) 1.3 Describe the concept of digit manipulation (regular expressions, translations and transformations) 1.4 Describe CUCM calling privileges, rules, and class of services (such as CSS and partitions) 1.5 Describe VCS calling privileges, rules, class of services (transforms, search rules, and zones) 1.6 Create and document a dial plan 1.7 Modify, analyze, and document a dial plan 1.8 Identify the different types of dial plans (E.164, H323, URI, and DNS, etc) and when to use them 1.9 Describe the interworking between the different types of dial plans 1.10 Test and verify the dial plan 1.11 Configure SIP route patterns 	
2.0 Describe the Basic Operation and Components Involved in a Call	8%
<ul style="list-style-type: none"> 2.1 Identify and analyze voice/video call flows 2.2 Choose the appropriate codec for a given scenario (G.711, H.264, etc.) 	
3.0 Configure an IOS Gateway	16%
<ul style="list-style-type: none"> 3.1 Configure digital voice ports 3.2 Configure dial-peers 3.3 Configure digit manipulation 3.4 Configure calling privileges 3.5 Verify dial-plan implementation 3.6 Identify possible functions of the CUBE 3.7 Configure the CUBE relevant to video 	
4.0 Configure Conferencing Device	11%
<ul style="list-style-type: none"> 4.1 Select the optimal device (single screen MCUs, IOS gateways, TelePresence server) 	

- 4.2 Configure the conferencing devices (single screen MCUs, IOS gateways, TelePresence server)
- 4.3 Configure Cisco TelePresence Conductor
- 4.4 Describe global conference settings
- 4.5 Configure MSE 8000 chassis, supervisor blade and media blade

5.0 QoS Model

8%

- 5.1 Describe the DiffServ QoS mode
- 5.2 Describe marking based on CoS, DSCP, and IP precedence
- 5.3 Distinguish where to configure Layer 2 to Layer 3 QoS mapping
- 5.4 Describe policing and shaping
- 5.5 Justify the requirement for QoS when implementing video

6.0 Describe and Configure Cisco Unified Communications Manager to Support On-Cluster Calling

21%

- 6.1 Configure a Cisco Unified Communications Manager group
- 6.2 Configure Cisco Unified Communications Manager profiles and device pools
- 6.3 Configure Cisco Unified Communications Manager templates
- 6.4 Describe and configure a route plan for Cisco Unified Communications Manager to support off-net calling
- 6.5 Describe Cisco Unified Communications Manager digit analysis
- 6.6 Configure route patterns (including SIP route patterns)
- 6.7 Configure route lists and route groups
- 6.8 Configure digit manipulation

7.0 Configure Media Resources

11%

- 7.1 Describe and configure the Cisco Unified Communications Manager to support features and applications (such as conference bridges, music on hold, RSVP, transcoders, etc.)
- 7.2 Configure IP phone services
- 7.3 Describe and configure Cisco Unified Communications Manager media resources

Implementing Cisco IP Telephony and Video, Part 2 (CIPTV2) 1.0 - 300-075 CIPTV2

1.0 VCS Control

17%

- 1.1 Configure registration of devices
- 1.2 Explore the fundamentals of subzones

- 1.3 Describe zone plans for VCS
- 1.4 Describe and configure traversal zones
- 1.5 Describe the benefits and configuration of transforms and create call policies
- 1.6 Explore VCS searches for endpoints
- 1.7 Integrating LDAP
- 1.8 Explain DNS and SRV records and document requirements for SRV records
- 1.9 Describe how clustering and replication works and configure a cluster
- 1.10 Configure interworking with VCS
- 1.11 Configure H.323 (including gatekeeper) and SIP
- 1.12 Configure trunking

2.0 Collaboration Edge (VCS Expressway)

12%

- 2.1 Identify and configure the requirements when deploying a collaboration edge
- 2.2 Establish a relationship between C/Expressway E and CUCM
- 2.3 Document and produce requirements for firewall and NAT configuration
- 2.4 Describe and implement privacy and security controls for external devices and calls
- 2.5 Describe elements in a traversal call (H.460 and Assent)

3.0 Configure CUCM Video Service Parameters

9%

- 3.1 Configure DSCP
- 3.2 Configuring clusterwide parameters system QoS

4.0 Describe and Implement Centralized Call Processing Redundancy

10%

- 4.1 Describe device fail over
- 4.2 Configure call survivability
- 4.3 Configure Cisco Unified Survivable Remote Site Telephony operation
- 4.4 Verify redundancy operations

5.0 Describe and Configure a Multi-site Dial Plan for Cisco Unified Communications Manager

17%

- 5.1 Describe the issues with multi-site dial plans
- 5.2 Describe the differences between the various gateways and trunk types supported by Cisco Unified Communication Manager
- 5.3 Implement trunks to VCS
- 5.4 Describe globalized call routing based on URI dial plans and ILS
- 5.5 Implement a numbering plan for multi-site topologies

6.0 Implement Call Control Discovery/ILS

14%

- 6.1 Configure Service Advertisement Framework Forwarder
- 6.2 Configure Service Advertisement Framework Client Control
- 6.3 Configure Service Advertisement Framework Call Control Discovery
- 6.4 Configure URI calling
- 6.5 Configure ILS network
- 6.6 Configure Global Dial Plan Replication

7.0 Implement Video Mobility Features

9%

- 7.1 Configure extension mobility, and device mobility
- 7.2 Configure unified mobility (including video)

8.0 Implement Bandwidth Management and Call Admission Control on CUCM

12%

- 8.1 Configure regions
- 8.2 Implement transcoders and MTPs
- 8.3 Configure locations CAC and Enhanced CAC
- 8.4 Correlate events based on traces, logs, debugs and output of monitoring tools
- 8.5 Parse and interpret traces, logs, debugs and output of monitoring tools

Troubleshooting Cisco IP Telephony and Video (CTCOLLAB) 1.0-300-080 CTCOLLAB

1.0 Troubleshoot Registration Issues

15%

- 1.1 Troubleshoot issues with endpoint registration
- 1.2 Troubleshoot issues with gateway
- 1.3 Troubleshoot CUCM and VCS registration
- 1.4 Troubleshoot database replication issues in Cisco Unified Communications Manager, VCS and Expressway

2.0 Troubleshoot Call Setup Issues

25%

- 2.1 Troubleshoot intersite call setup issues
- 2.2 Troubleshoot intrasite call setup issues
- 2.3 Troubleshoot multipoint calls
- 2.4 Troubleshoot offnet call setup issues
- 2.5 Troubleshoot the dial plan
- 2.6 Troubleshoot one way audio and video
- 2.7 Troubleshoot and analyze call set up

3.0 Troubleshoot Call Control Discovery and ILS	15%
<ul style="list-style-type: none"> 3.1 Troubleshoot Service Advertisement Framework Forwarder issues 3.2 Troubleshoot Service Advertisement Framework Client Control issues 3.3 Troubleshoot Service Advertisement Framework Call Control Discovery issues 3.4 Troubleshoot URI dialing/ILS 3.5 Troubleshoot H.323 and SIP traces/logs/debug 	
4.0 Troubleshoot Application Issues	7%
<ul style="list-style-type: none"> 4.1 Troubleshoot Cisco Extension Mobility issues 4.2 Troubleshoot Cisco Unified Communications Manager Device Mobility issues 4.3 Troubleshoot Cisco Unified Mobility issues 	
5.0 Troubleshoot Media Resources	13%
<ul style="list-style-type: none"> 5.1 Troubleshoot conference bridges (IOS router, MCU, TelePresence server) 5.2 Troubleshoot transcoders 5.3 Troubleshoot MTP 5.4 Troubleshoot conferencing issues (meeting room/ad hoc conference rooms, maximum participants, and common conference wide settings) 	
6.0 Troubleshoot Call Quality Issues	13%
<ul style="list-style-type: none"> 6.1 Troubleshoot dropped calls 6.2 Troubleshoot audio quality issues 6.3 Identify general network issues related to video 6.4 Troubleshoot video signal quality issues 	
7.0 Troubleshooting Video Conferencing Architecture	12%
<ul style="list-style-type: none"> 7.1 Use TMS to troubleshoot systems managed by TMS 7.2 Troubleshoot an endpoint (logs, traces, and audio/video) 7.3 Troubleshoot bandwidth mis-match between endpoints and infrastructure 	

Implementing Cisco Collaboration Applications (CAPPS) 1.0 - 300-085 CAPPS

1.0 TMS	15%
<ul style="list-style-type: none"> 1.1 Describe the Operation of TMS management and functions (conference control center, reporting, 	

etc.)

1.2 Use TMS to setup and establish calls

2.0 Provisioning (TMS)

14%

2.1 Understand system components for provisioning

2.2 Configure the VCS and TMS to enable provisioning

3.0 Cisco Jabber

18%

3.1 Configure Cisco Jabber on UCM/Presence

3.2 Configure UDS for Cisco Jabber

3.3 Configure VCS Control and TMS for Cisco Jabber Video for TelePresence and other Cisco Jabber clients for collaboration edge deployments

3.4 Explain how Presence works and its role with VCS or Expressway

3.5 Configure BFCP (desktop sharing)

4.0 Configure Cisco Unity Connection

25%

4.1 Integrate Cisco Unity Connection and Cisco Unified Communications Manager

4.2 Configure Cisco Unity Connection system settings

4.3 Describe call management options

4.4 Configure call routing options

4.5 Configure Cisco Unity Connection partitions and search spaces

4.6 Configure account policies, subscriber classes of service, and subscriber templates

4.7 Import user accounts into Cisco Unity Connection

4.8 Configure Cisco Unity Connection video features

4.9 Troubleshoot Cisco Unity Connection

5.0 Configure Cisco Unity Express Using the GUI

10%

5.1 Integrate Cisco Unity Express and Cisco Unified Communications Manager Express

5.2 Configure Cisco Unity Express system settings

5.3 Configure call routing options

5.4 Configure auto attendant

5.5 Configure account policies, subscriber classes of service, and subscriber templates

5.6 Import user accounts into Cisco Unity Express from Cisco Unified Communications Manager Express

5.7 Troubleshoot Cisco Unity Express

6.0 Implement IM and Presence Solution

18%

- 6.1 Describe the function and operation of Cisco Unified IM and Presence
- 6.2 Describe Cisco Unified IM and Presence solution components
- 6.3 Describe the Cisco Unified IM and Presence solution communication flows
- 6.4 Configure Cisco Unified Communications Manager for integration with Cisco Unified IM and Presence
- 6.5 Troubleshoot Cisco Unified IM and Presence

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