



CISCO TRAINING

Understanding Cisco Collaboration Foundations

Master Cisco Collaboration foundations. Learn unified communications, voice, and video integration.

DURATION

2 hours

LEVEL

Foundation

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

The "Understanding Cisco Collaboration Foundations" course offers a critical deep dive into the fundamental principles and technologies that power modern unified communications. In today's interconnected business world, effective collaboration tools are not just a luxury but a necessity for productivity and innovation. This course is meticulously designed to provide IT professionals, network administrators, and support specialists with a comprehensive understanding of Cisco's collaboration architecture, including voice, video, messaging, and presence solutions.

Participants will explore the core components of Cisco Unified Communications Manager (CUCM), delve into Voice over IP (VoIP) fundamentals, and gain insight into how various Cisco collaboration endpoints and applications seamlessly integrate. The professional benefits of this course are immense: you'll develop the foundational knowledge required to support, troubleshoot, and even contribute to the design of robust collaboration solutions. This expertise is highly sought after, enabling you to enhance operational efficiency, ensure smooth communication channels, and significantly boost your career prospects in the rapidly evolving field of enterprise IT and unified communications.

Duration	2 hours
Level	Foundation
Vendor	Cisco

COURSE CURRICULUM

01 Module 1: Introduction to Collaboration and Unified Communications

- What is Unified Communications (UC)?
- Evolution of Collaboration Technologies
- Overview of the Cisco Collaboration Portfolio
- Key components of a Cisco Collaboration Solution
- Benefits of integrated communication

02 Module 2: Voice and Video Fundamentals

- Voice over IP (VoIP) basics and concepts
- Introduction to SIP and H.323 protocols
- Principles of video conferencing
- Audio and video codecs and their role
- Quality of Service (QoS) considerations in UC

03 Module 3: Cisco Unified Communications Manager (CUCM) Overview

- Understanding CUCM architecture and its role in collaboration
- Navigating the basic CUCM administration interface
- Call processing concepts within CUCM
- User and device registration principles
- Introduction to device pools and regions

04 Module 4: Cisco Collaboration Endpoints and Basic Call Flows

- Types of Cisco IP Phones and video endpoints
- Soft clients: Cisco Jabber and Webex App overview
- Understanding basic call setup and teardown processes
- On-net versus Off-net call concepts
- Introduction to Dial Plans (basic concepts)

05 Module 5: Messaging and Presence Services

- Introduction to Cisco Unity Connection (Voicemail)
- Cisco Unified IM&Presence Service (basic concepts)
- Integration of messaging and presence with other collaboration tools
- Understanding federated presence
- Basic setup for voicemail access

06 Module 6: Basic Troubleshooting and Support Concepts

- Common collaboration issues (e.g., failed registrations, no audio/video)
- Using basic CUCM tools for diagnostics and monitoring
- Understanding Call Detail Records (CDR) and Call Management Records (CMR) basics
- Best practices for supporting end-users in a UC environment
- Escalation procedures for complex collaboration problems

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Junior Unified Communications (UC) Support Specialist**
- > **Entry-Level Collaboration System Administrator**
- > **IT Helpdesk Professional specializing in Communication Systems**

FREQUENTLY ASKED QUESTIONS

Q: What practical skills will I acquire from this "Understanding Cisco Collaboration Foundations" course that are immediately applicable in an entry-level IT role?

This course will equip you with the fundamental knowledge to identify and describe the core components of a Cisco collaboration solution, understand basic call flows, recognize different endpoint types, and navigate the Cisco Unified Communications Manager interface. You'll gain a foundational understanding necessary to assist in troubleshooting common voice and video communication issues, escalating complex problems, and supporting users in a unified communications environment.

Q: Is "Understanding Cisco Collaboration Foundations" a necessary prerequisite or a recommended starting point for pursuing more advanced Cisco Collaboration certifications?

Yes, this "Understanding Cisco Collaboration Foundations" course serves as an excellent and highly recommended starting point. While not a strict prerequisite for all higher-level certifications, the foundational knowledge gained here in VoIP, video, messaging, and the Cisco Unified Communications Manager architecture is crucial for success in more advanced courses like those leading to the CCNA Collaboration or CCNP Collaboration certifications. It builds the essential conceptual framework.

Q: How does this foundational course prepare me for real-world collaboration challenges in an organizational setting, particularly in a Kenyan context?

In the Kenyan business landscape, robust and reliable communication systems are vital. This course provides you with the bedrock understanding of how Cisco collaboration systems operate, which is highly relevant as many organizations in Kenya leverage Cisco solutions. You'll learn to identify key infrastructure elements, understand the flow of communication,

and recognize common issues, enabling you to contribute effectively to the maintenance and basic support of these critical systems, ensuring smooth operations and efficient team collaboration.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

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Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke