

# INFOSOFT IT SOLUTIONS

Training | Projects | Placements

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## *Cisco CCIE Collaboration*

### **Cisco Collaboration Architecture**

- Overview of Cisco Collaboration solutions and products
- Understanding Cisco Unified Communications Manager (CUCM)
- Cisco Unified Communications Manager Express (CME) overview

### **Cisco Unified Communications Manager (CUCM)**

- CUCM deployment models (Single Site, Multi-Site, Centralized, Distributed)
- Call processing and call control features
- Configuring CUCM for IP phones and endpoints

### **Cisco Unified Communications Manager Express (CME)**

- Configuration and deployment of CME
- Voice gateway integration with CME
- Implementing basic call handling features in CME

### **Cisco Unified Communications Manager IM and Presence (CUCM IM&P)**

- Overview of CUCM IM&P architecture and components
- Integrating CUCM IM&P with CUCM

- Configuring presence and instant messaging features

### **Cisco Unity Connection**

- Cisco Unity Connection deployment and configuration
- Voicemail integration with CUCM
- Unified messaging and user features

### **Cisco Collaboration Edge Architecture**

- Cisco Expressway Series deployment for Collaboration Edge
- Mobile and remote access (MRA) configuration
- Implementing Cisco Webex Hybrid Services

### **Cisco TelePresence Infrastructure**

- Overview of Cisco TelePresence solutions
- Integrating Cisco TelePresence endpoints with CUCM
- Configuration and management of TelePresence infrastructure

### **Cisco Video Communication Server (VCS)**

- Introduction to Cisco VCS and its role in collaboration
- SIP and H.323 protocols in VCS
- Implementing VCS for call control and routing

### **Cisco Collaboration Cloud Solutions**

- Overview of Cisco Webex Cloud services
- Integration with on-premises collaboration solutions
- Cloud-based collaboration management and administration

### **Cisco Collaboration Security**

- Security considerations in Cisco Collaboration deployments
- Implementing security features in CUCM, CME, and IM&P

- Encryption, authentication, and access control

### **Quality of Service (QoS) in Collaboration**

- QoS principles and best practices for collaboration traffic
- Implementing QoS on Cisco routers and switches
- Monitoring and troubleshooting QoS issues

### **Collaboration Network Management**

- Cisco Prime Collaboration and other management tools
- Monitoring collaboration endpoints and infrastructure
- Performance optimization and capacity planning

### **Cisco Collaboration Troubleshooting**

- Troubleshooting methodologies for Cisco collaboration solutions
- Real-time diagnostic tools and troubleshooting utilities
- Resolving common issues in voice and video communications

### **Cisco Collaboration Integration with Third-Party Applications**

- Integrating Cisco collaboration solutions with Microsoft, IBM, etc.
- API integration and customization options
- Interoperability and migration strategies

### **Case Studies and Real-World Scenarios**

- Real-world collaboration deployment challenges and solutions
- Industry-specific case studies
- Design considerations for specific business requirements