

# CISC-20 - CLACCM - IMPLEMENTING CISCO ADVANCED CALL CONTROL AND MOBILITY SERVICES

Categoria: **Cisco**

## INFORMAZIONI SUL CORSO



**Durata:**  
5 Giorni



**Categoria:**  
Cisco



**Qualifica Istruttore:**  
Cisco Certified  
Instructor



**Dedicato a:**  
Professionista IT



**Produttore:**  
Cisco

## OBIETTIVI

After completing this course you should be able to:

- Analyze and troubleshoot SIP, H.323, and media protocols
- Implement time-of-day routing, call park, call pickup, and meet-me conferences in Cisco Unified Communications Manager
- Implement call coverage in Cisco Unified Communications Manager
- Configure and troubleshoot Cisco Unified Communications Manager Device Mobility
- Configure and troubleshoot Cisco Unified Communications Manager Extension Mobility
- Configure and troubleshoot Cisco Unified Communications Manager Unified Mobility
- Implement Cisco Unified Communications Manager Express for SIP phones
- Implement globalized call routing within and between Cisco Unified Communications Manager clusters
- Implement Media Gateway Control Protocol (MGCP) fallback and Survivable Remote Site Telephony (SRST) in Cisco Unified Communications Manager and in Cisco IOS® XE gateways
- Implement Call Admission Control and Automated Alternate Routing (AAR) in Cisco Unified Communications Manager
- Implement URI calling in Cisco Unified Communications Manager for calls within a cluster and between clusters
- Troubleshoot multisite Cisco Unified Communications Manager deployments
- Implement Intercluster Lookup Service (ILS) between Cisco Unified Communications Manager clusters and enable General Data Protection Regulation (GDPR)
- Configure and troubleshoot Cisco Unified Border Element

## PREREQUISITI

Attendees should meet the following prerequisites:

- Internet web browser usability knowledge and general computer usage
- Basic understanding of networking technologies
- Basic understanding of voice and video

Recommended prerequisites:

- CLFNDU - Understanding Cisco Collaboration Foundations
- CLCOR - Implementing and Operating Cisco Collaboration Core Technologies

**Analyzing and Troubleshooting Signaling and Media Protocols**

- SIP Review
- H.323 Review
- SIP and H.323 Trunking Considerations
- SIP and H.323 Troubleshooting Tools

**Implementing Cisco Unified Communications Manager Supplemental Services**

- Call Park
- Call Pickup
- Meet-Me Conferences
- Time-of-Day Routing

**Implementing Call Coverage in Cisco Unified Communications Manager**

- Overview of Call Coverage in Cisco Unified Communications Manager
- Call Hunting
- Call Queuing

**Configuring and Troubleshooting Cisco Unified Communications Manager Device Mobility**

- Issues with Roaming Devices
- Device Mobility Characteristics
- Device Mobility Operation
- Device Mobility Considerations

**Configuring and Troubleshooting Cisco Unified Communications Manager Extension Mobility**

- Issues with Roaming Users
- Cisco Unified Communications Manager Extension Mobility Characteristics
- Cisco Unified Communications Manager Extension Mobility Components
- Cisco Unified Communications Manager Extension Mobility Considerations
- Cisco Unified Communications Manager Extension Mobility Troubleshooting.

**Configuring and Troubleshooting Cisco Unified CM Unified Mobility**

- Issues with Multiple Devices
- Cisco Unified CM Mobility Overview
- Cisco Unified CM Unified Mobility Operation
- Cisco Unified CM Mobility Considerations
- Cisco Unified CM Unified Mobility Troubleshooting

**Implementing Cisco Unified Communications Manager Express**

- Cisco Unified Communications Manager Express Overview
- Endpoint Addressing and Call Routing in Cisco Unified Communications Manager Express
- Calling Privileges and Toll-Fraud Prevention in Cisco Unified Communication Manager Express
- Hunt Groups
- Call Park
- Paging

**Implementing Globalized Call Routing**

- Overview of Multisite Dial Plans

- Globalized Call Routing Overview
- Globalized Call-Routing Number Formats
- Globalization of Localized Call Ingress
- Localization During Call Egress
- Calls that involve Non-DID Endpoints
- TEHO, Including Local PSTN Backup
- Class of Service in Globalized Call Routing Deployments

### **Implementing Remote Site Survivability**

- Overview of Remote Site Survivability
- Cisco Unified SRST
- Reachability Within the Remote Site and to the Outside
- Survivability of MGCP Gateways Using MGCP Fallback

### **Implementing Call Admission Control in Cisco Unified Communications Manager**

- CAC Overview
- Location CAC Within a Cluster
- Location CAC for Off-Cluster Calls Using Locally Configured Locations
- Intercluster Location CAC
- PSTN Backup for Intracluster Calls Denied by CAC
- PSTN Backup for Intercluster Calls Denied by CAC

### **Implementing URI Calling in Cisco Unified Communications Manager**

- URI Call-Routing Overview
- Directory URIs in Cisco Unified Communications Manager
- URI Call-Routing Process
- SIP Route Patterns and SIP Trunks
- URI Call Routing Considerations

### **Troubleshooting Multisite Cisco Unified Communications Manager Deployments**

- Call Routing Troubleshooting
- Calling-Party Presentation Troubleshooting
- Egress Device Selection and SIP Trunk Troubleshooting
- CAC Troubleshooting

### **Examining Global Dial Plan Replication**

- GDPR Overview
- ILS Characteristics
- GDPR Components
- Call Routing with GDPR
- PSTN Backup

### **Configuring and Troubleshooting Cisco Unified Border Element**

- Overview of Cisco Unified Border Element
- Cisco Unified Border Element Call Routing
- Explore Advanced Cisco Unified Border Element Dial-Peer Features
- Cisco Unified Border Element SIP Header and SDP Manipulation
- Cisco Unified Border Element Signaling and Media Bindings
- Cisco Unified Border Element Troubleshooting

**Labs:**

- Analyze SIP, H.323, and Media Protocols
- Troubleshoot SIP and Media Protocols
- Implement Cisco Unified Communications Manager Supplemental Services
- Implement Call Hunting and Call Queueing in Cisco Unified Communications Manager
- Configure Device Mobility
- Troubleshoot Cisco Unified Communications Manager Device Mobility
- Configure Cisco Unified Communications Manager Extension Mobility
- Troubleshoot Cisco Unified Communications Manager Extension Mobility
- Configure Cisco Unified Mobility
- Troubleshoot Cisco Unified Mobility
- Implement Endpoints in Cisco Unified Communications Manager Express
- Implement Endpoint Addressing and Call Routing in Cisco Unified Communications Manager Express
- Implement Calling Privileges in Cisco Unified Communications Manager Express
- Implement Hunt Groups, Call Park, and Paging in Cisco Unified Communications Manager Express
- Implement Globalized Call Routing
- Implement TEHO, PSTN Backup, and CoS in a Globalized Call-Routing Deployment
- Implement MGCP Fallback and Survivable Remote Site Telephony
- Implement Call Admission Control
- Implement a URI-Based Dial Plan for Multisite Deployments
- Troubleshoot Globalized Call Routing
- Troubleshoot Call Admission Control
- Implement Global Dial Plan Replication
- Implement Cisco Unified Border Element
- Troubleshoot Cisco Unified Border Element

## INFO

**Esame:** 300-815 - Implementing Cisco Advanced Call Control and Mobility Services

**Materiale didattico:** Materiale didattico ufficiale Cisco in formato digitale

**Costo materiale didattico:** incluso nel prezzo del corso a Calendario

**Natura del corso:** Operativo (previsti lab su PC)