

Course Outline

Implementing Cisco Advanced Call Control and Mobility Services

Course CLACCM: 5 days Instructor Led

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About this course

Implementing Cisco Advanced Call Control and Mobility Services (CLACCM) v1.0 is a 5-day course which covers advanced call control and mobility services. Students will learn how to use Cisco® Unified Communications Manager features to consolidate your communications infrastructure into a scalable, portable, and secure collaboration solution. Through a combination of lessons and hands-on experiences, you will also learn about a wealth of other features such as Globalized Call Routing, Global Dial Plan Replication, Cisco Unified Mobility, Cisco Extension Mobility, Device Mobility, Session Initiation Protocol Uniform Resource Identifier (SIP/ URI) call routing, Call Admission Control, Cisco Unified Communications Manager Express and Survivable Remote Site Telephony (SRST) gateway technologies, Cisco Unified Board Element Call deployments, signaling and media protocols, call coverage, and time of day routing.

Audience profile

- Network administrator
- Network architect
- Network designer
- Network engineer
- Network manager

At course completion

After completing this course, students will 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

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- Analyzing and Troubleshooting Signaling and Media Protocols
- Implementing Cisco Unified Communications Manager Supplemental Services
- Implementing Call Coverage in Cisco Unified Communications Manager
- Configuring and Troubleshooting Cisco Unified Communications Manager Device Mobility
- Configuring and Troubleshooting Cisco Unified Communications Manager Extension Mobility
- Configuring and Troubleshooting Cisco Unified CM Unified Mobility
- Implementing Cisco Unified Communications Manager Express
- Implementing Globalized Call Routing
- Implementing Remote Site Survivability
- Implementing Call Admission Control in Cisco Unified Communications Manager
- Implementing URI Calling in Cisco Unified Communications Manager
- Troubleshooting Multisite Cisco Unified Communications Manager Deployments
- Examining Global Dial Plan Replication
- Configuring and Troubleshooting Cisco Unified Border Element

Lab Outline:

- Analyze SIP, H.323, and Media Protocols
- Troubleshoot SIP and Media Protocols
- Implement Cisco Unified Communications Manager Supplemental Services
- Implement Call Hunting and Call Queuing 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

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- Troubleshoot Globalized Call Routing
- Troubleshoot Call Admission Control
- Implement Global Dial Plan Replication
- Implement Cisco Unified Border Element
- Troubleshoot Cisco Unified Border Element