Document Generated: 11/15/2026

Learning Style: On Demand

Technology: Cisco

Difficulty: Beginner

Course Duration: 40 Hours

Understanding Cisco Collaboration Foundations (CLFNDU) v2.0 - On Demand



Course Information

About this course:

This course will enable you to administer and support a single-site Cisco Unified Communications Manager (Cisco Unified CM) solution with Session Initiation Protocol (SIP) gateway.

The course covers Cisco Unified Communications solutions maintenance and troubleshooting tools. It equips you about initial parameters, management of devices including phones and video endpoints, management of users, and management of media resources. In addition, you will learn the basics of SIP dial plans including connectivity to public switched telephone network (PSTN) services, and how to use class-of-service capabilities.

This course serves as entry-level training for newcomers to Cisco on-premise collaboration technologies; and provides the fundamental knowledge needed to take CCNP Collaboration certification courses.

Course Objective:

You will have command on the following after completing this course:

- Describe the call setup and teardown process for a SIP device including codec negotiation using Session Description Protocol (SDP) and media channel setup.
- Manage Cisco Unified CM user accounts (local and via Lightweight Directory Access Protocol [LDAP]) including the role/group, service profile, UC service, and credential policy.
- Configure dial plan elements within a single site Cisco Unified CM deployment including Route Groups, Local Route Group, Route Lists, Route Patterns, Translation Patterns, Transforms, SIP Trunks, and SIP Route Patterns.
- Configure Class of Control on Cisco Unified CM to control which devices and lines have access to services.
-
- Define collaboration and describe the main purpose of key devices in a Cisco collaboration on-premise, hybrid, and cloud deployment model.
- Configure and modify required parameters in Cisco Unified Communications Manager, including service activation, enterprise parameters, CM groups, time settings, and device pool.
- Deploy and troubleshoot IP phones via auto registration and manual configuration within Cisco Unified CM.
- Describe tools for reporting and maintenance including Unified Reports, Cisco Real-Time Monitoring Tool (RTMT), Disaster Recovery System (DRS), and Call Detail Records (CDRs) within Cisco Unified CM.
- Describe additional considerations for deploying video endpoints in Cisco Unified CM.
- Describe the integration of Cisco Unity® with Cisco Unified CM and the default call handler.
- Configure Cisco Unified CM for Cisco Jabber and implement common endpoint features including call park, softkeys, shared lines, and pickup groups.
- Deploy a simple SIP dial plan on a Cisco Integrated Services Router (Cisco ISR) gateway to enable access to the PSTN network.
- Manage Cisco UCM access to media resources available within Cisco UCM and Cisco ISR gateways.

Audience:

- Network engineers
- Systems engineers
- Students preparing for CCNP Collaboration certification
- Network administrators

Prerequisite:

There are no specific prerequisite Cisco courses since this course is intended to be an entry-level course.; however, the following skills are required:

- Knowledge of Cisco IOS command line
- Internet web browser usability knowledge and general computer usage

Course Outline:

- **Exploring the Path to Collaboration**
- **Introducing Cisco Unified Communications Manager and Initial Parameters**
- **Exploring Endpoints and the Registration Process**
- **Exploring Codecs and Call Signaling**
- **Managing Users in Cisco Unified Communication Manager**
- **Describing a Basic Dial Plan**
- **Describing Class of Service**
- **Enabling Endpoints and Features**
- **Describing the Cisco ISR as a Voice Gateway**
- **Exploring Cisco Unified Communication Manager Media Resources**
- **Reporting and Maintenance**
- **Exploring Additional Requirements for Video Endpoints**
- **Describing Cisco Unity Connection**

Credly Badge:



Display your Completion Badge And Get The Recognition You Deserve.

Add a completion and readiness badge to your Linkedin profile, Facebook page, or Twitter account to validate your professional and technical expertise. With badges issued and validated by Credly, you can:

- Let anyone verify your completion and achievement by clicking on the badge
- Display your hard work and validate your expertise
- Display each badge's details about specific

skills you developed.

Badges are issued by QuickStart and verified through Credly.

Find Out More or See List Of Badges