Document Generated: 09/12/2026

Learning Style: Virtual Classroom

Technology: Cisco

Difficulty: Intermediate

Course Duration: 5 Days

Implementing Cisco Advanced Call Control and Mobility Services (CLACCM)

About this course:

The Implementing Cisco Advanced Call Control and Mobility Services (CLACCM) v1.0 course covers advanced call control and mobility services. You will learn how to use Cisco Unified Communications Manager (Cisco Unified CM) 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 CM 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.

This course helps you prepare for the Implementing Cisco Advanced Call Control and Mobility Services (300-815 CLACCM) exam.

Course Objectives:

After taking this course, you should be able to:

- Analyze and troubleshoot SIP, H.323, and media protocols
- Implement call coverage in Cisco Unified CM
- Configure and troubleshoot Cisco Unified CM Device Mobility, Extension Mobility, and Unified Mobility
- Implement Cisco Unified CM Express for SIP phones
- Implement globalized call routing between Cisco Unified CM clusters
- Implement Media Gateway Control Protocol (MGCP) fallback and Survivable Remote Site Telephony (SRST) in Cisco Unified CM and in Cisco IOS XE gateways
- Implement Call Admission Control and automated alternate routing (AAR) in Cisco Unified CM
- Troubleshoot multisite Cisco Unified CM deployments
- Implement Intercluster Lookup Service (ILS) between Cisco Unified CM clusters and enable General Data Protection Regulation (GDPR)
- Configure and troubleshoot Cisco Unified Border Element

Audience:

This course is designed for Collaboration engineers and administration professionals in job roles such as:

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

Prerequisite:

Before taking this course, you should have the following knowledge and skills:

- Basic understanding of networking, voice and video technologies
- Describe the different codecs and how they transform analogue voice into digital streams

- Knowledge of Cisco IOS XE command line
- Configure and modify requirements within the Cisco Unified CM
- Deploy and troubleshoot IP phones via manual configuration within Cisco Unified CM
- Describe the call setup/teardown process for a SIP device
- Manage user accounts and call routing in a Cisco Unified CM
- Describe and configure dial plan elements within a single site Cisco Unified CM deployment
- Implement basic globalized call routing within a Cisco Unified CM cluster
- Implement public switched telephone network (PSTN) access
- Implement, manage and troubleshoot media resources in a Cisco Unified CM

The following Cisco courses can help you gain the knowledge you need to prepare for this course:

- Understanding Cisco Collaboration Foundations (CLFNDU) v1.0
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR) v1.0

Course Outline:

Course Outline:

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

Labs 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 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 United 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

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