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**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 Border 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:**

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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

### **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 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

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