



CLACCM - IMPLEMENTING CISCO ADVANCED CALL CONTROL AND MOBILITY SERVICES V1.1

Course Code: 100504

Learn to use Cisco Unified Communications Manager features to consolidate your communications infrastructure into a scalable, portable, and secure collaboration solution.

The *CLACCM - Implementing Cisco Advanced Call Control and Mobility Services v1.1* course covers advanced call control and mobility services. 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.

This course is eligible for 40 Continuing Education Credits (ILT & ELT Modality).

What You'll Learn

- Learn how to manage the tools of Cisco Unified Communications Manager (CM) for secure communication to facilitate team-based collaboration from any location using Voice over Internet Protocol (VoIP), video, unified messaging, and IM
- Gain hands-on experience in using Cisco Unified Communications Manager for secure, compliant communication protocols
- Acquire the knowledge to prepare for the 300-815 CLACCM exam

Who Needs to Attend

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

Prerequisites

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

- Internet web browser usability knowledge and general computer usage
- Basic understanding of networking technologies
- Basic understanding of voice and video
- Describe the different codecs and how they are used to transform analogue voice into digital streams
- Knowledge of Cisco Internetworking Operation System (Cisco IOS XE) command line
- Describe the Cisco Collaboration solutions architecture
- Define collaboration and describe the main purpose of key devices in a Cisco collaboration on-premises deployment model
- Configure and modify required parameters in Cisco Unified CM including service activation, enterprise parameters, CM groups, time settings, and device pool
- Deploy and troubleshoot IP phones via manual configuration within Cisco Unified CM
- Describe and configure endpoints and commonly required features
- Compare the IP Phone signaling protocols of Session Initiation Protocol (SIP), H.323, Media Gateway Control Protocol (MGCP), and Skinny Call Control Protocol (SCCP)
- Analyze traffic patterns and quality issues in converged IP networks supporting voice, video, and data traffic
- Define Quality of Service (QoS) and its models
- 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])
- Describe a dial plan and explain call routing in Cisco Unified Communications Manager
- Configure dial plan elements within a single site Cisco Unified CM deployment including Route Groups, Local Route Group, Route Lists, Route Patterns, Translation Patterns, Transformations, SIP Trunks, and SIP Route Patterns
- Implement basic globalized call routing within a Cisco Unified Communications Manager cluster
- Configure calling privileges in Cisco Unified Communications Manager
- Implement toll fraud prevention
- Implement common endpoint features including call park, softkeys, shared lines, and pickup groups
- Implement Public Switched Telephone Network (PSTN) access using Media Gateway Control Protocol (MGCP) gateways
- Implement a Cisco gateway for PSTN access
- Deploy a simple SIP dial plan on a Cisco Interrupt Service Routine (ISR) gateway to enable access to the PSTN network
- Implement and troubleshoot media resources in Cisco Unified Communications Manager

- Manage Cisco Unified CM access to media resources available within Cisco Unified CM and Cisco ISR gateways
- Describe tools for reporting and maintenance including Unified Reports, Real-Time Monitoring Tool (RTMT), Distributed Resource Scheduler (DRS), and Call Detail Records (CDRs) within Cisco Unified CM



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CLASSROOM LIVE

\$4,195 USD

5 Day

Classroom Live 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

Classroom Live 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 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



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VIRTUAL CLASSROOM LIVE

\$4,195 USD

5 Day

Virtual Classroom Live 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

Virtual Classroom Live 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
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Mar 30 - Apr 3, 2026 | 8:30 AM - 4:30 PM EDT

Jun 22 - 26, 2026 | 8:30 AM - 4:30 PM EDT

Aug 3 - 7, 2026 | 8:30 AM - 4:30 PM EDT

Nov 2 - 6, 2026 | 8:30 AM - 4:30 PM EST



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ON-DEMAND

\$1,000 USD

On-Demand 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 Survability
- 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

On-Demand 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
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- Troubleshoot Cisco Unified Communications Manager Extension Mobility
- Configure Cisco Unified Mobility
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- 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
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PRIVATE GROUP TRAINING

5 Day

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