Implementing Cisco Collaboration Devices [EXAM-210-060 CCID]

Overview: - The 210-060 (CICD) Implementing Cisco Collaboration Devices exam is a 75-minute, 55-65 question assessment that is associated with the CCNA Collaboration certification. This exam tests a candidate's knowledge of Cisco Unified Communications (UC) solutions. A candidate is tested on knowledge of administrator and end-user interfaces, telephony and mobility features, and Cisco UC solutions maintenance.

Course Content

1.0 Describe the Characteristics of a Cisco Unified Communications Solution

- 1.1 Describe the Cisco Unified Communications components and their functions
- 1.2 Describe call signaling and media flows
- 1.3 Describe quality implications of a VoIP network

2.0 Provision End Users and Associated Devices

- 2.1 Describe user creation options for Cisco Unified Communications Manager and Cisco Unified Communications Manager Express
- 2.2 Create or modify user accounts for Cisco Unified Communications Manager

- 2.3 Create or modify user accounts for Cisco Unified Communications Manager Express using the GUI
- 2.4 Create or modify endpoints for Cisco Unified Communications Manager
- 2.5 Create or modify endpoints for Cisco Unified Communications Manager Express using the GUI
- 2.6 Describe how calling privileges function and how calling privileges impact system features
- 2.7 Create or modify directory numbers
- 2.8 Enable user features and related calling privileges for extension mobility, call coverage, intercom, native presence, and unified mobility remote destination configuration
- 2.9 Enable end users for Cisco Unified IM and Presence
- 2.10 Verify user features are operational

3.0 Configure Voice Messaging and Presence

- 3.1 Describe user creation options for voice messaging
- 3.2 Create or modify user accounts for Cisco Unity Connection
- 3.3 Describe Cisco Unified IM and Presence
- 3.4 Configure Cisco Unified IM and Presence

4.0 Maintain Cisco Unified Communications System

- 4.1 Generate CDR and CMR reports
- 4.2 Generate capacity reports
- 4.3 Generate usage reports
- 4.4 Generate RTMT reports to monitor system activities
- 4.5 Monitor voicemail usage
- 4.6 Remove unassigned directory numbers
- 4.7 Perform manual system backup

5.0 Provide End User Support

- 5.1 Verify PSTN connectivity
- 5.2 Define fault domains using information gathered from end user
- 5.3 Troubleshoot endpoint issues
- 5.4 Identify voicemail issues and resolve issues related to user mailboxes
- 5.5 Describe causes and symptoms of call quality issues
- 5.6 Reset single devices
- 5.7 Describe how to use phone applications

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