

CCIE Collaboration Lab Exam Topics Registered

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The CCIE Collaboration Lab exam topics provided are general guidelines for the content likely to be included on the lab exam. However, other related topics may also appear on any specific delivery of the exam. In order to better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

Exam Topics

Configure and Troubleshoot Cisco Collaboration Infrastructure

- Network Services
 - DNS
 - DHCP
 - TFTP
 - NTP
 - CDP/LLDP
- Voice and Data Vlan
- IP Routing in Cisco Collaboration Solutions
- IP Multicast

Configure and Troubleshoot Cisco Unified Communications Manager

- CUCM SCCP Endpoints
- CUCM MGCP Gateways
- CUCM SIP Endpoints and Trunks
- CUCM H.323 Gateways and Trunks
- Voice and Video CODECs
- RTP and RTCP
- Device Registration and Redundancy
- Codec Selection
- CUCM Call Features
 - Call Park
 - Call Pickup
 - BLF Speed Dials
 - Native Call Queuing
 - Call Hunting
 - Meet-Me
- CUCM Dial Plan

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- Globalized Call Routing
- Local Route Group
- Time of Day Routing
- Application Dial Rules
- Digit Manipulations and Presentations
- CUCM Media Resources
 - TRP
 - MoH
 - CFB
 - Transcoder/MTP
 - Annunciator
 - MRG/MRGL
- CUCM Mobility
 - EM/EMCC
 - Device Mobility
 - Mobile Connect
- CUCM Serviceability and OS Administration
 - Service Activation
 - Database Replication
 - CDR
 - CMR
- ILS/URI Dialing
 - Directory URI
 - ISL Topology
 - Blended Addressing
- Call Admission Control
 - CAC/ELCAC
 - RSVP
 - SIP Pre-conditions
- SAF and CCD

Configure and Troubleshoot Cisco IOS UC Applications and Features

- CUCME Phone Registration and Features
 - SCCP Phones
 - SIP Phones
- SRST Phone Registration and Features
 - CME-as-SRST
 - MGCP Fallback
- CUE
 - AA
 - Scripting
 - Voiceview
 - Web Inbox
 - MWI
 - VPIM
- IOS Based Call Queuing
- IOS Media Resources
 - Conferencing
 - Transcoding
 - DSP Management

- MOH
- CUBE
 - Mid call signaling
 - SIP profiles
 - Early/Delayed offer
 - DTMF interworking
- Digital Voice Signaling (T1/E1 PRI)
 - Q.921 and Q.931
 - Caller ID
- IOS Dial-Plan
- SAF/CCD
- IOS CAC

Configure and Troubleshoot Quality of Service and Security in Cisco Collaboration Solutions

- QoS: Link Efficiency (e.g. LFI, MLPPP, FRF.12, cRTP, VAD)
- QoS: Classification and Marking
 - Voice Traffic
 - Video Traffic
- QoS: Congestion Management
 - Layer 2 Priorities
 - Low Latency Queue
 - Traffic Policing and Shaping
- Security: Default Security Features
- Security: Toll Fraud

Configure and Troubleshoot Cisco Unity Connection

- CUCM Integration
- CUCME Integration
- Single Inbox
- MWI
- Call Handlers
- CUC Dial-plan
- Directory Handlers
- CUC Features
- Voicemail Networking

Configure and Troubleshoot Cisco Unified Contact Center Express

- UCCX CTI Integration
- UCCX ICD Functions
- UCCX Scripts Customization

Configure and Troubleshoot Cisco Unified IM Presence

- CUCM Integration
- Jabber for Windows
- Federation