



SCANDINAVIAN ACADEMY
For Training and Development

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Course: (CCNP) Collaboration 350 801 CLCOR

Code	City	Hotel	Start	End	Price	Language - Hours
IT-929	Zurich (Switzerland)	Hotel Meeting Room	2026-06-29	2026-07-03	5450 €	En - 25

Course Description

The CCNP Collaboration Training Course is designed to equip participants with the knowledge and skills required to implement and operate core collaboration technologies in Cisco enterprise environments. This course prepares professionals for the Cisco 350-801 CLCOR exam and provides in-depth understanding of voice, video, QoS, and collaboration applications essential for today's unified communications networks.

Course Objectives

- Prepare participants for the Cisco 350-801 CLCOR exam
- Gain expertise in Cisco Collaboration infrastructure design and protocols
- Configure and manage Cisco gateways, media resources, and endpoints
- Implement and troubleshoot call control and dial plan solutions
- Apply QoS for voice, video, and collaboration traffic
- Integrate Cisco Collaboration applications (Unity, Jabber, Webex, etc.)

Target Audience

- Network Engineers
- Collaboration Engineers
- IT Infrastructure Specialists
- QoS Specialists
- CCNP Collaboration Candidates
- Network Administrators
- IT Team Leaders



Course Outline

Module 1: Infrastructure and Design

- Network design for Cisco Collaboration solutions
- Licensing and sizing considerations
- High availability and redundancy
- Security requirements in collaboration deployments

Module 2: Protocols, Codecs, and Endpoints

- SIP, MGCP, and H.323 signaling
- Audio and video codecs and their applications
- Endpoint registration and troubleshooting
- Media flow and call setup analysis

Module 3: Cisco IOS XE Gateway and Media Resources

- Configure and troubleshoot Cisco CUBE (Cisco Unified Border Element)
- Voice gateways and dial peers
- Media resources: transcoders, MTP, conferencing resources
- Survivable Remote Site Telephony (SRST)

Module 4: Call Control

- Cisco Unified Communications Manager (CUCM) fundamentals
- Dial plans, partitions, and calling search spaces
- Route patterns, translation rules, and digit manipulation
- Call admission control and emergency call handling



Module 5: QoS (Quality of Service)

- QoS concepts for voice and video traffic
- Classification, marking, and queuing strategies
- Call quality troubleshooting
- QoS policy implementation in enterprise networks

Module 6: Collaboration Applications

- Cisco Unity Connection: voicemail and unified messaging
- Cisco Jabber and Webex applications
- Mobility features (Single Number Reach, Extension Mobility)
- Cisco Meeting Server and conferencing integration



The Scandinavian Academy for Training and Development adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant will receive comprehensive training materials, including theoretical content, practical exercises, and supporting resources, provided in both printed and digital formats. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training and Development.

Program Timings:

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

The program includes:

- A daily Coffee Break provided during the sessions to ensure participants comfort.