Understanding Cisco Collaboration Foundations (CLFNDU)

Category: Networking & Security | **Vendor:** Cisco

Duration: 40.00 hours (5 days) **32.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Certification: Certified Network Professional (CCNP) and other professional-level collaboration trainings and exams

Course Overview

The Understanding Cisco Collaboration Foundations (CLFNDU) training gives you the skills and knowledge needed to administer and support a simple, single-site Cisco® Unified Communications Manager (UCM) solution with Session Initiation Protocol (SIP) gateway. The training covers initial parameters, management of devices including phones and video endpoints, management of users, and management of media resources, as well as Cisco Unified Communications solutions maintenance and troubleshooting tools. In addition, you will learn the basics of SIP dial plans including connectivity to Public Switched Telephone Network (PSTN) services, and how to use class-of-service capabilities.

This training does not lead directly to a certification exam, but it does cover foundational knowledge that can help you prepare for several Cisco Certified Network Professional (CCNP) and other professional-level collaboration trainings and exams. This training also earns you 21 Continuing Education (CE) credits toward recertification

How You'll Benefit

This training will help you:

- Administer a single-site Cisco Unified Communications Manager, handling daily tasks such as add, moves, changes and deletions of phones, video endpoints, and users
- Configure Jabber devices and implement common endpoint features including call park, shared lines, pickup groups, and phone button templates
- Introduce you to the SIP protocol, how calls are connected, and how media codes are determined
- Introduce you to the capabilities and basic configuration of an SIP gateway for PSTN access
- Introduce you to the dial plan elements used to route calls, and the class-of-service capabilities to control who can route calls where
- Administer Cisco Unity Connection handling daily tasks such as add, moves, and changes and deletions of voicemail boxes and users
- Administer maintenance tasks and use the troubleshooting tools available on Cisco Unified Communications Manager and Cisco Real-time Monitoring Tool
- Earn 21 CE credits toward recertification

About This Course

The Understanding Cisco Collaboration Foundations (CLFNDU) training gives you the skills and knowledge needed to administer and support a simple, single-site Cisco® Unified Communications Manager (UCM) solution with Session Initiation Protocol (SIP) gateway. The training covers initial parameters, management of devices including phones and video endpoints, management of users, and management of media resources, as well as Cisco Unified Communications solutions maintenance and troubleshooting tools. In addition, you will learn the basics of SIP dial plans including connectivity to Public Switched Telephone Network (PSTN) services, and how to use class-of-service capabilities.

This training does not lead directly to a certification exam, but it does cover foundational knowledge that can help you prepare for several Cisco Certified Network Professional (CCNP) and other professional-level collaboration trainings and exams. This training also earns you 21 Continuing Education (CE) credits toward recertification

How You'll Benefit

This training will help you:

- Administer a single-site Cisco Unified Communications Manager, handling daily tasks such as add, moves, changes and deletions of phones, video endpoints, and users
- Configure Jabber devices and implement common endpoint features including call park, shared lines, pickup groups, and phone button templates
- Introduce you to the SIP protocol, how calls are connected, and how media codes are determined
- Introduce you to the capabilities and basic configuration of an SIP gateway for PSTN access
- Introduce you to the dial plan elements used to route calls, and the class-of-service capabilities to control who can route calls where
- Administer Cisco Unity Connection handling daily tasks such as add, moves, and changes and deletions of voicemail boxes and users
- Administer maintenance tasks and use the troubleshooting tools available on Cisco Unified Communications Manager and Cisco Real-time Monitoring Tool
- Earn 21 CE credits toward recertification

Who Should Attend

- Students preparing to take the CCNP Collaboration certification
- Network administrators
- Network engineers
- Systems engineers

Prerequisites & Entry Requirements

General Prerequisites:

This course is intended to be an entry-level course. There are no specific prerequisite Cisco courses; however, the following skills are required:

- Internet web browser usability knowledge and general computer usage
- Knowledge of Cisco Internetwork Operating System (Cisco IOS®) command line

Learning Outcomes

Upon successful completion of this course, participants will be able to:

- Describe benefits of using Cisco collaboration solution, collaboration deployment models, and components of collaboration solution in on-premises, cloud, and hybrid deployments
- Explore different codecs used in voice and video calls and explain how SIP signaling is used to set up and teardown calls
- Identify Cisco Unified Communications Manager User Types and use Active Directory to manage Users in Cisco Unified Communications Manager
- Identify the appropriate Cisco Unified IP Phone software solution for registration, recognize different Cisco Unified IP Phone models and their supported software, and identify various models of Webex video endpoints
- Provide an understanding of Cisco Unified Communications Manager, including its deployment models, cluster architecture, network requirements, collaboration services, administration tools, and redundancy strategies to design, implement, and maintain robust collaboration networks
- Examine the lifecycle of Cisco collaboration endpoints
- Understand the dial plans and call routing in Cisco Unified Communications Manager including the key components, digit manipulation techniques, translation patterns, and practical skills to create and configure a basic dial plan
- Configure a class of service elements in the Cisco Unified Communications Manager
- Provide an overview of the reporting and maintenance tools available for managing and monitoring Cisco Unified Communications systems
- Analyze media resources within Cisco Unified Communications systems, including conferencing solutions, transcoders, media termination points, and music on hold, to optimize their configuration and usage
- Describe the differences between a rendezvous, Meet-Me and ad hoc conference, describe how to create a SIP Trunk for Cisco Meeting Server in Cisco Unified Communications Manager, and how to set up media resources to support ad hoc and Meet-Me conferences
- Analyze the deployment, integration, and use cases of Cisco Instant Messaging and Presence Service alongside Cisco Unified Communications Manager to optimize communication through scalable, redundant, and secure solutions
- Evaluate the features, deployment options, and integration of Cisco Jabber with Cisco Unified Communications Manager to optimize communication workflows, enhance team collaboration, and provide a smooth transition to modern communication solutions
- Analyze Cisco Unity Connection components, architecture, and call handlers, focusing on the

system’s deployment, configuration, and user management to optimize communication workflows and enhance user experience

- Describe the Cisco Edge Services Components
- Analyze the architecture and configuration of Cisco Expressway Zones, as well as the role of Search Rules, security certificates, and encryption strategies to enable efficient and secure voice, video, and collaboration services between internal and external networks
- Analyze the architecture and configuration of Cisco Unified Border Element, including its key features for signaling and media interworking, security demarcation, toll-fraud prevention, and call admission control to enable secure, cost-effective voice and video connectivity across disparate VoIP networks
- Describe how to access the Control Hub and navigate the menus to setup a Webex collaboration solution
- Introduce User administration in Control Hub
- Explore the registration process to Control Hub
- Examine Webex Calling options using the Control Hub
- Explore admin-configurable features and user configurable features in Webex calling
- Describe Reporting and Maintenance
- Provide a technical understanding of Cisco Webex cloud and hybrid media resources, including voicemail management, Edge Audio, and Video Mesh
- Describe Cisco Webex Hybrid Cloud Connected Unified Communications
- Describe Webex Hybrid Services

Detailed Course Outline

- Collaboration Technology and Benefits
- Codecs and Call Signaling
- User Management in Cisco Unified Communications Manager
- Endpoints and Phones
- Initial Parameters Administration for Cisco Unified Communications Manager
- Registration Process to Cisco Unified Communications Manager
- Basic Dial Plan
- Class of Service
- Reporting and Maintenance
- Media Resources

- Cisco Meeting Server Integration with Cisco Unified Communications Manager
- Cisco Instant Messaging and Presence Service
- Soft Client Registration to Cisco Unified Communication Manager
- Cisco Unity Connection
- Edge Services
- Cisco Expressway Series
- Cisco Unified Border Element
- Control Hub
- User Management in Control Hub
- Registration Process to Control Hub
- Webex Calling Options
- Webex Calling Features
- Cloud Management and Troubleshooting
- Cloud and Hybrid Media Resources
- Cisco Webex Hybrid Cloud Connected Unified Communications
- Cisco Webex Hybrid Services

Skills You Will Learn:

- Describe benefits of using Cisco collaboration solution, collaboration deployment models, and components of collaboration solution in on-premises, cloud, and hybrid deployments
- Explore different codecs used in voice and video calls and explain how SIP signaling is used to set up and teardown calls
- Identify Cisco Unified Communications Manager User Types and use Active Directory to manage Users in Cisco Unified Communications Manager
- Identify the appropriate Cisco Unified IP Phone software solution for registration, recognize different Cisco Unified IP Phone models and their supported software, and identify various models of Webex video endpoints
- Provide an understanding of Cisco Unified Communications Manager, including its deployment models, cluster architecture, network requirements, collaboration services, administration tools, and redundancy strategies to design, implement, and maintain robust collaboration networks
- Examine the lifecycle of Cisco collaboration endpoints
- Understand the dial plans and call routing in Cisco Unified Communications Manager including the key components, digit manipulation techniques, translation patterns, and practical skills to create and configure a basic dial plan
- Configure a class of service elements in the Cisco Unified Communications Manager
- Provide an overview of the reporting and maintenance tools available for managing and monitoring Cisco Unified Communications systems
- Analyze media resources within Cisco Unified Communications systems, including conferencing solutions, transcoders, media termination points, and music on hold, to optimize their configuration and usage
- Describe the differences between a rendezvous, Meet-Me and ad hoc conference, describe how to create a SIP Trunk for Cisco Meeting Server in Cisco Unified Communications Manager, and how to set up media resources to support ad hoc and Meet-Me conferences
- Analyze the deployment, integration, and use cases of Cisco Instant Messaging and Presence Service alongside Cisco Unified Communications Manager to optimize communication through scalable, redundant, and secure solutions
- Evaluate the features, deployment options, and integration of Cisco Jabber with Cisco Unified Communications Manager to optimize communication workflows, enhance team collaboration, and provide a smooth transition to modern communication solutions
- Analyze Cisco Unity Connection components, architecture, and call handlers, focusing on the system’s deployment, configuration, and user management to optimize communication workflows and enhance user experience
- Describe the Cisco Edge Services Components
- Analyze the architecture and configuration of Cisco Expressway Zones, as well as the role of Search Rules, security certificates, and encryption strategies to enable efficient and secure voice, video, and collaboration services between internal and external networks
- Analyze the architecture and configuration of Cisco Unified Border Element, including its key features for signaling and media interworking, security demarcation, toll-fraud prevention, and call admission control to enable secure, cost-effective voice and video

connectivity across disparate VoIP networks
- Describe how to access the Control Hub and navigate the menus to setup a Webex collaboration solution
- Introduce User administration in Control Hub
- Explore the registration process to Control Hub
- Examine Webex Calling options using the Control Hub
- Explore admin-configurable features and user configurable features in Webex calling
- Describe Reporting and Maintenance
- Provide a technical understanding of Cisco Webex cloud and hybrid media resources, including voicemail management, Edge Audio, and Video Mesh
- Describe Cisco Webex Hybrid Cloud Connected Unified Communications
- Describe Webex Hybrid Services

Frequently Asked Questions

Q: What delivery options are available for Understanding Cisco Collaboration Foundations (CLFNDU)?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The Understanding Cisco Collaboration Foundations (CLFNDU) course helps prepare you for the Certified Network Professional (CCNP) and other professional-level collaboration trainings and exams certification path.

Q: How many CPD hours does this course provide?

The 5-day Understanding Cisco Collaboration Foundations (CLFNDU) course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Understanding Cisco Collaboration Foundations (CLFNDU) training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Understanding Cisco Collaboration Foundations (CLFNDU)?

Yes, we provide corporate training, dedicated training, and closed classes for Understanding Cisco Collaboration Foundations (CLFNDU). Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Understanding Cisco Collaboration Foundations, Cisco Unified Communications, CLFNDU

Q: Why choose Nexus Human for Understanding Cisco Collaboration Foundations (CLFNDU)?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Understanding Cisco Collaboration Foundations (CLFNDU) training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.