Overview

Demand for Trained and Experienced Collaboration Professionals

For many companies today, improving business performance by increasing collaboration between employees, customers, and suppliers is the ultimate goal. Implementing and maintaining a technology solution around this goal can be daunting. Companies that do successfully implement a solution, however, not only increase collaboration between these groups but can also decrease costs.

Cisco is in a unique position to offer the products that solve these business collaboration challenges and the training and certifications for individuals who design, install, and maintain these solutions. Cisco Collaboration certification programs train and certify individuals using our industry-leading collaboration solutions and best practices as well as offering job-role-based curricula for all levels of your IT staff.

Collaboration and unified communications engineers in the marketplace today understand the solutions and the need for linking your business model to a collaboration approach. Cisco collaboration and unified communications engineers, in particular, have real-world design, implementation, and troubleshooting skills. Having an expertly trained IT staff that can implement and maintain a collaboration and unified communications solution that is easy to use and provides a seamless user experience is a competitive advantage for your organization in that it increases employee productivity and encourages innovation.
Job-Ready Practical Skills
Cisco Collaboration certification programs are practical, relevant, and job-ready certification curricula aligned closely with the specific tasks expected of today’s in-demand collaboration professionals.

These programs include three certifications:
- Cisco Certified Network Associate (CCNA) Collaboration
- Cisco Certified Network Professional (CCNP) Collaboration
- Cisco Certified Internetwork Expert (CCIE) Collaboration

These certifications prepare you for work in small and medium-sized business (SMB) and enterprise collaboration environments. Job roles may include network video administrator or operator; network video engineer; voice, unified communications, collaboration, or communications engineer; and collaboration sales or systems engineer.

Individuals with these certifications will typically be collaboration or telecommunications professionals employed by a corporate, governmental, or channel partner employer. Additionally, people working in the traditional analog audiovisual industry will benefit from gaining skills to perform in collaboration environments.

Cisco Collaboration certification programs allow you to maximize your investment in your education and increase the value of your converged VoIP and video over IP network.

Best Practices in Collaboration and Unified Communications
The CCNA Collaboration, CCNP Collaboration, and CCIE Collaboration programs build and validate basic through advanced knowledge of the skills required to design, configure, and engineer collaboration solutions using the latest Cisco collaboration products and technologies. The curricula emphasize real-world best practices through labs and course materials using the features of Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity Connection, Cisco Jabber, Cisco WebEx, WebEx Social, and Cisco Contact Center Express.

Achieving CCNA Collaboration Certification
CCNA Collaboration is a job-role-based career certification that enables voice, video, and network engineers to learn and demonstrate key skills and extend their careers into collaboration. This certification prepares you for work in an SMB collaboration environment and to support a senior collaboration engineer in an enterprise environment.

Job duties include basic video endpoint configuration, and provisioning and support of Cisco collaboration solutions.

The CCNA Collaboration certification can also provide career opportunities for employees of business and channel partner organizations transitioning from other technical areas such as routing and switching.

The CCNA Collaboration certification is a three-year certification program intended to provide fundamental education and training for network professionals interested in collaboration network environments.

Prerequisite Skills and Requirements
There are no prerequisites for CCNA Collaboration certification. Completion of the CCNA Collaboration certification requires the exams and recommended training shown in Table 1.

<table>
<thead>
<tr>
<th>Required Exams</th>
<th>Recommended Training</th>
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<tbody>
<tr>
<td>210-060 CICD</td>
<td>Implementing Cisco Collaboration Devices (CICD)</td>
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<tr>
<td>210-065 CIVND</td>
<td>Implementing Cisco Video Network Devices, Part 1 (CIVND1)</td>
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<td></td>
<td>Implementing Cisco Video Network Devices, Part 2 (CIVND2)</td>
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Achieving CCNP Collaboration Certification
CCNP Collaboration is a job-role-based career certification intended to distinguish Cisco collaboration and unified communications network engineers who design, deploy, configure, and troubleshoot Cisco collaboration and unified communications applications, devices, and networks. These individuals typically support voice, video, and messaging applications across their corporate networks. The CCNP Collaboration certification is a three-year certification program.

Prerequisite Skills and Requirements
A valid Cisco CCNA Collaboration or any Cisco CCIE certification can act as a prerequisite. Completion of the CCNP Collaboration certification requires the exams and recommended training shown in Table 2.
Cisco Collaboration Certifications

Overview

Cisco Collaboration Certifications

Table 2: CCNP Collaboration Exams and Recommended Training

<table>
<thead>
<tr>
<th>Required Exams</th>
<th>Recommended Training</th>
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<tbody>
<tr>
<td>300-070 CIPTV1</td>
<td>Implementing Cisco IP Telephony and Video, Part 1 (CIPTV1)</td>
</tr>
<tr>
<td>300-075 CIPTV2</td>
<td>Implementing Cisco IP Telephony and Video, Part 2 (CIPTV2)</td>
</tr>
<tr>
<td>300-080 CTCOLLAB</td>
<td>Troubleshooting Cisco IP Telephony and Video (CTCOLLAB)</td>
</tr>
<tr>
<td>300-085 CAPPS</td>
<td>Implementing Cisco Collaboration Applications (CAPPS)</td>
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Achieving CCIE Collaboration Certification

The CCIE Collaboration program recognizes individuals who have the knowledge and skills to implement, maintain, and support complex Cisco IP telephony networks and unified communications solutions using the latest industry best practices and technologies. This program is the industry standard for recognition and rewards for network voice engineers who have demonstrated Expert-level performance in implementation, configuration, and troubleshooting of Cisco voice and unified communications solutions.

Prerequisites and Requirements

The CCIE Collaboration certification is valid for two years and is intended to recognize Cisco network voice and video experts who have the necessary skills to design, install, and troubleshoot complex, end-to-end IP telephony networks and unified communications solutions. Recognized individuals are capable of installing these solutions in large environments and are able to troubleshoot and resolve related operating problems while ensuring network-wide quality of service that utilizes their in-depth understanding of Layer 2 and Layer 3 technologies.

To obtain CCIE Collaboration certification, candidates not only must prove their theoretical knowledge of IP telephony networks and best practices but must also demonstrate their application in a lab environment with live equipment using real-world scenarios. Successful CCIE Collaboration certification candidates will possess the skill to help organizations accelerate business processes, increase productivity, and promote innovation.

There are no formal prerequisites for CCIE Collaboration certification. Candidates must first pass a written qualification exam and then pass the corresponding hands-on lab exam. Candidates are expected to have an in-depth understanding of the exam topics and are strongly encouraged to have seven years or more of job experience before attempting certification. The CCIE Collaboration curriculum requires the exams shown in the following table.

Table 3: CCIE Collaboration Exams and Recommended Training

<table>
<thead>
<tr>
<th>Required Exams</th>
<th>Recommended Training</th>
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</thead>
<tbody>
<tr>
<td>400-051 Written Exam</td>
<td>N/A</td>
</tr>
<tr>
<td>CCIE Collaboration Lab Exam</td>
<td>CCIE Expert-Level Training for CCIE Collaboration</td>
</tr>
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Voice and Unified Communications Specialist Certifications

In addition to the CCNA Collaboration, CCNP Collaboration, and CCIE Collaboration certifications, Cisco offers many certifications that designate individuals with skills in specific voice and unified communications solutions.

Learn More

Get more information about these certifications.