



Implementing Cisco Collaboration Devices (210-060)

Exam Description: 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.

The following topics are general guidelines for the content likely to be included on the 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.

15%	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
24%	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
27%	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
10%	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

24% 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