



Overview

Increasing Demand for Trained Voice and Collaboration Professionals

For many companies today, increasing 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 both the products that solve these business collaboration challenges and training and certifications for individuals who design, install, and maintain these solutions. Cisco Voice and Collaboration certification programs train and certify individuals on industry-leading collaboration products and best practices as well as offering job-role-based curricula for all levels of your IT staff.

Voice and unified communications engineers in the marketplace today understand the solutions and need for linking your business model to a voice and collaboration approach. Cisco voice 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 voice 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

The Cisco CCNA® Voice, CCNP® Voice, and CCIE® Collaboration certification programs are practical, relevant, and job-ready certification curricula aligned closely with the specific tasks expected of in-demand voice professionals. Cisco realizes that these professionals must increasingly focus on design, configuration, and support responsibilities as the technical consultant or device specialist on a collaboration team. The Cisco Voice program aims to advance the skills of voice and unified communications professionals, such as voice administrators, engineers, and other experts, using the latest Cisco applications, equipment, and devices.

Voice and Unified Communications Best Practices

The CCNA Voice, CCNP Voice, and CCIE Collaboration programs build and validate basic through advanced knowledge of the skills required to design, configure, and engineer voice and collaboration solutions using the latest Cisco voice and collaboration products and technologies. The curricula emphasizes 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 Voice Certification

Prerequisites and Requirements

The CCNA Voice program is a three-year certification program intended to provide baseline voice and unified communications education and testing for voice engineers, voice managers, and voice network administrators. Relevant skills learned include basic designing, installing, and troubleshooting Cisco voice and unified communications applications, devices, and networks. Before attempting the CCNA Voice certification, candidates must meet the prerequisites and should have at least one to three years of experience in the field of voice and unified communications networking.

Table 1: CCNA Voice Prerequisites

Prerequisites
Valid Cisco CCNA or any Cisco CCIE certification can act as a prerequisite.

Table 2: CCNA Voice Exams and Recommended Training

Required Exam(s)	Recommended Training
640-461 ICOMM	Introducing Cisco Voice and Unified Communications Administration (ICOMM)

Achieving CCNP Voice Certification

Prerequisites and Requirements

The CCNP Voice program is a three-year certification program. This program is intended to distinguish Cisco voice and unified communications network engineers who design, install, and troubleshoot Cisco voice and unified communications applications, devices, and networks. These individuals typically support voice and messaging applications across their corporate networks. Before attempting the CCNP Voice certification or any of its associated voice or communications specialist certifications, candidates must meet the prerequisites and should have at least one to three years of experience in the field of voice and unified communications.

The prerequisites for CCNP Voice certification are successful completion of the exam and recommended training for CCNA Voice that was shown in Table 2 or attainment of the CCNA Video certification.

Table 3: CCNA Video Requirements (used as a prerequisite for CCNP Voice certification)

Required Exam(s)	Recommended Training
200-001 VIVND	Implementing Cisco Video Network Devices, Part 1 (VIVND1) Implementing Cisco Video Network Devices, Part 2 (VIVND2)
640-461 ICOMM	Introducing Cisco Voice and Unified Communications Administration (ICOMM)

Table 4: CCNP Voice Exams and Recommended Training

Required Exam(s)	Recommended Training
642-437 CVOICE v8.0	Implementing Cisco Voice Communications Voice over IP and QoS (CVOICE v8.0)
642-447 CIPT1 v8.0	Implementing Cisco Unified Communications Manager, Part 1 (CIPT1 v8.0)
642-457 CIPT2 v8.0	Implementing Cisco Unified Communications Manager, Part 2 (CIPT2 v8.0)
642-427 TVOICE v8.0	Troubleshooting Cisco Unified Communications (TVoice v8.0)
642-467 CAPPs v8.0	Integrating Cisco Unified Communications Applications (CAPPs v8.0)

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 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 Cisco CCIE 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 5: CCIE Collaboration Exams and Recommended Training

Required Exam(s)	Recommended Training
400-051	CCIE Collaboration Written Exam
CCIE Collaboration Lab Exam	CCIE Collaboration Lab Exam

Voice and Unified Communications Specialist Certifications

In addition to the industry-recognized CCNA Voice, CCNP Voice, and CCIE Collaboration certifications, Cisco offers many certifications that designate individuals with skills in specific voice and unified communications solutions. Visit www.cisco.com/web/learning/training-index.html for a list of available exams and recommended training for voice and unified communications specialist certifications.

Recertification

Cisco CCNP Voice exams can be used to recertify your associate- and professional-level certifications. Achieving or recertifying the certifications that are detailed in Tables 3 through 5 may automatically extend active associate-, specialist, and, in some cases, professional-level certifications up to the point of expiration of the last certification achieved. Cisco associate and professional-level certifications are valid for three years, and specialist certifications are active for two years. To recertify, certificate holders should pass any 642 exam that is part of the professional-level curriculum, or any Cisco CCIE written exam, or the Cisco CCDE® written exam, current CCDE practical exam, or Cisco CCAr® interview and CCAr board review before the certification expiration date.

Note: Some certifications may require specific exams for recertification. Please visit the appropriate certification page on Cisco.com or the Cisco Learning Network for specific recertification exam listings.

Learn More

For more information or to register for this program, visit www.cisco.com/web/learning/training-index.html.

