Learning Services

Cisco Prime Collaboration Assurance

The Cisco Prime™ Collaboration Assurance (PCA) course teaches you how to effectively use the Cisco Prime Collaboration Assurance product, to manage Cisco Unified Communications.

The focus of the course is to provide knowledge about and practice with Cisco Prime Collaboration Assurance functions, such as viewing unified communications devices, connectivity, alerts, and events; running diagnostic tests; and monitoring applications, devices, and the service quality of active call streams and completed calls. Cisco Prime Collaboration Assurance provides contextual diagnostic tools to facilitate trouble isolation and troubleshooting. It provides alerts and reports on service quality by monitoring active call streams and completed calls. Labs are available to reinforce what is discussed in the lecture.

Duration
2 days

Target Audience
This course is for Cisco Unified Communications administrators who monitor a Cisco® Unified Communications infrastructure device using Cisco Prime Collaboration Assurance. System administrators who manage Cisco Prime Collaboration Assurance servers and prepare the network devices for network management services should also take the class. The following are the primary audience for this course:

- Cisco Unified Communications administrators
- Network administrators
- Cisco Prime Collaboration system administrators
- Cisco Unified Communications system integrators, professional services, and consultants
Course Objectives

After completing this course, you should be able to:

- Discuss the network management needs and challenges of unified communications
- Describe the Cisco products for managing the Cisco Unified Communication systems
- Understand the various service quality metrics and terminology for unified communications
- Effectively use Cisco Prime Collaboration Assurance to:
  - Monitor, diagnose, and troubleshoot Cisco Unified Communications deployments
  - Display IP phones, devices, and logical and physical connectivity
  - Display alerts and events on the managed devices and run diagnostic procedures
  - Display service quality alerts and run diagnostic procedures
  - Run diagnostic tests and reports on applications, network devices, and phones
  - Automatically notify network support personnel or other management systems of alarms or poor service quality conditions
  - Provide acceptance testing with batch diagnostics tests
  - Analyze call logs using call ladder diagrams
  - Collect and analyze voice-quality measurements through a combination of call detail records (CDRs) and Call Management Records (CMRs), Cisco Voice Transmission Quality (VTQ) metrics from Cisco IP Phones, 1040 Sensors, and Network Analysis Modules
- Effectively use Cisco Prime Collaboration Analytics to:
  - View historical reporting of key performance indicators (KPIs)
  - Analyze trends for capacity planning, resource optimization, and quality of service
  - Track collaboration technology adoption rates in the network and provide metrics to help analyze how users are actually using the collaboration endpoints daily
  - View key collaboration network resource usage trends
  - Drill down into the details of long-term trending data

Course Prerequisites

The following are the prerequisites for this course:

- Understanding of network management concepts: Simple Network Management Protocol (SNMP), MIBs, and so on
- Internet web browser usability knowledge
- TCP/IP networking
- Basic Cisco router and switch configuration, including Switched Port Analyzer (SPAN) ports and IP service-level agreements (SLAs)
- Basic understanding of Cisco Unified Communications architecture
- Basic Cisco Unified Communications Manager administration
Course Outline

- Introduction
  - Lesson 1: What Is Unified Communications?
  - Lesson 2: Managing Unified Communications
  - Lesson 3: Cisco Prime Collaboration Overview
- Assuring Serviceability Using Cisco Prime Collaboration Assurance
  - Lesson 1: Getting Started
  - Lesson 2: Inventory Management
  - Lesson 3: Monitoring the Cisco Unified Communications Network
  - Lesson 4: Fault Management
  - Lesson 5: Diagnostic Tests
  - Lesson 6: Reports Including Analytics
  - Lesson 7: Notification of Faults and Events
  - Lesson 8: Fine-Tuning of Polling and Threshold Settings
- Assuring Call Quality Using Cisco Prime Collaboration Assurance
  - Lesson 1: Overview
  - Lesson 2: Getting Started
  - Lesson 3: Reports

Lab Outline

The lab outline is as follows:

- Lab 1: Getting Started
- Lab 2a: Preparing Assurance for Initial Use
- Lab 2b: User-Defined Device Groups
- Lab 3: Monitoring the Cisco Unified Communications Network
- Lab 4: Fault Management
- Lab 5: Diagnostic Tests
- Lab 6: Reports
- Lab 7: Notification Services
- Lab 8: Custom Polling and Threshold Settings
- Lab 9: Managing Call Quality

Registration Email

For more information about schedules and registration for this course, contact aeskt_registration@cisco.com.
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- Cisco Learning Services for Cisco products and technologies: [http://www.cisco.com/go/cls](http://www.cisco.com/go/cls)