

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Exam delivery in the classroom, with a **98% success rate**
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Extended hours of training, including immersive hands-on exercises
- **We do not teach the test.** We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by CCIE expert instructors

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as an **instructor-led training camp**, with the exam sat in the classroom as part of the camp. Camps are scheduled by cohort rather than to a fixed calendar, and the balance of lecture and practical lab work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- Working knowledge of computer networking — LANs, WANs, switching and routing
- A fundamental understanding of voice and video
- Familiarity with digital interfaces, PSTNs and VoIP
- **350-801 CLCOR**, or equivalent experience with Cisco Unified Communications Manager

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

WHERE IT SITS

CCNP Collaboration takes two exams: one core and one concentration. All three concentrations were renamed or replaced in February 2026.

CLCOR 350-801 CORE + **CLACC 300-815** CONCENTRATION → CCNP Collaboration

The other concentrations are **300-820 CLHCT** (hybrid and cloud, formerly CLCEI) and **300-830 CLCCE** (cloud customer experience, new). **300-810 CLICA** and **300-835 CLAUTO** both retired on 2 February 2026.

EXCLUSIVE LEARNING PACKAGE

- Comprehensive video training package
- Virtual builds of every lab, so you can keep practicing after the course ends
- After-course instructor coaching benefits
- Exam voucher included, and the exam delivered in the classroom

COURSE OVERVIEW

thinQtank® Learning offers a training camp for **Implementing Cisco Advanced Call Control On-Premises**. As with all our Cisco training experiences, the exam is delivered in the classroom.

This is the deep end of Cisco call control. You will work through SIP and H.323 signaling, globalized call routing across multiple sites, Call Admission Control, URI dialing, Global Dial Plan Replication, and Cisco Unified Border Element — configuring each one and then breaking and fixing it.

Troubleshooting is the spine of the course, not an appendix to it. Of the **21 discovery labs**, six exist purely to diagnose a broken deployment, and the exam blueprint uses the verb “troubleshoot” in every one of its five domains.

300-815 is a **concentration exam** for CCNP Collaboration. Pair it with the **350-801 CLCOR** core exam to complete the certification. Passing it also earns **Cisco Certified Specialist — Collaboration Call Control & Mobility Implementation**.

EXAM

300-815 CLACC — Implementing Cisco Advanced Call Control On-Premises

90 minutes · course version v2.0. Cisco does not publish a question count or a pass mark for its concentration exams, so this sheet does not state one.

A **concentration exam** for CCNP Collaboration — pair it with the **350-801 CLCOR** core exam to complete the certification. It also earns **Cisco Certified Specialist — Collaboration Call Control & Mobility Implementation**, and carries **40 Continuing Education credits**.

The exam went to **v2.0** on 3 February 2026, when the alias changed from **CLACCM** and the title from “Implementing Cisco Advanced Call Control and Mobility Services”. The number is unchanged. Separately, **300-810 CLICA** was retired on 2 February 2026 — it was withdrawn, not renamed, and is a different exam from this one. Verified on cisco.com, 1 September 2026.

EXAM DOMAINS 300-815 V2.0

Signaling and Media Protocols		10%
SBC and Voice Gateway Technologies		30%
Advanced Call Control		25%
Supplemental Features and Security		20%
Remote Connectivity and B2B		15%

TARGET AUDIENCE

- Collaboration engineers designing, implementing and troubleshooting advanced call control
- Anyone preparing for **CCNP Collaboration** certification
- Network administrators and network engineers supporting voice infrastructure
- Systems engineers working with Cisco collaboration platforms
- Voice engineers moving from operations into design and troubleshooting

COURSE OBJECTIVES

On completing this course you will be able to:

- Analyze SIP, H.323 and media protocols, and troubleshoot them on the wire
- Implement call coverage — call hunting, call queueing and supplemental services
- Configure and troubleshoot Extension Mobility and Cisco Unified Mobility
- Deploy endpoints, call routing and calling privileges in Cisco Unified CM Express
- Implement globalized call routing, including TEHO, PSTN backup and class of service
- Establish advanced remote site survivability with Cisco Unified SRST
- Apply Call Admission Control within and between clusters, with PSTN backup
- Enable URI calling and a URI-based dial plan for multisite deployments
- Troubleshoot multisite deployments — call routing, calling-party presentation, egress device selection and CAC
- Implement Global Dial Plan Replication over Intercluster Lookup Service
- Configure Cisco Unified Border Element, including SIP header manipulation, TLS transport and toll fraud prevention

COURSE OUTLINE

01 Signaling and Media Protocols

- SIP Review
- H.323 Review
- SIP and H.323 Trunking Considerations
- SIP and H.323 Troubleshooting Tools

02 Cisco Unified CM Supplemental Services

- Call Recording Options
- Call Park
- Call Pickup
- Meet-Me Conferences
- Time-of-Day Routing

03 Call Coverage in Cisco Unified CM

- Overview of Call Coverage
- Call Hunting
- Call Queueing

04 Cisco Unified CM Extension Mobility

- Issues with Roaming Users
- Extension Mobility Characteristics
- Components
- Operation
- Considerations
- Troubleshooting

05 Cisco Unified CM Unified Mobility

- Issues with Multiple Devices
- Mobility Overview
- Operation
- Considerations
- Troubleshooting

06 Cisco Unified Communications Manager Express

- Express Overview
- Endpoint Addressing and Call Routing
- Calling Privileges

07 Globalized Call Routing

- Multisite Dial Plans Overview
- Globalized Call Routing Overview
- Number Formats
- Call Ingress Globalization
- Call Egress Localization
- Non-DID Endpoint Calls
- TEHO and Local PSTN Backup
- Class of Service

08 Advanced Remote Site Survivability

- Survivability Overview
- Cisco Unified SRST
- Reachability Within Remote Sites and External

09 Call Admission Control in Cisco Unified CM

- CAC Overview
- Location CAC Within Cluster
- Locally Configured Locations
- Intercluster Location CAC
- PSTN Backup for Intracluster Calls
- PSTN Backup for Intercluster Calls

10 URI Calling in Cisco Unified CM

- URI Call-Routing Overview
- Directory URIs
- Call-Routing Process
- SIP Route Patterns and SIP Trunks
- URI Routing Considerations

COURSE OUTLINE CONTINUED

11 Multisite Cisco Unified CM Deployments

- Call Routing Troubleshooting
- Calling-Party Presentation Troubleshooting
- Egress Device Selection and SIP Trunk Troubleshooting
- CAC Troubleshooting

12 Global Dial Plan Replication

- GDPR Overview
- ILS Characteristics
- GDPR Components
- Call Routing with GDPR
- PSTN Backup

13 Cisco Unified Border Element

- Overview
- Call Routing
- Advanced Dial-Peer Features
- SIP Header and SDP Manipulation
- Signaling and Media Bindings
- Toll Fraud Prevention
- Registration-Based SIP Trunks
- Multiple Trunks Using Tenants
- SIP Transport Layer Security
- Troubleshooting

14 Remote Connectivity and Business to Business **NEW IN V2.0**

- Configure a Mobile and Remote Access (MRA) solution
- Troubleshoot a Mobile and Remote Access (MRA) solution
- Expressway media traversal
- Protocol interworking on the Expressway
- Encrypted calling in Expressway
- Security for Cisco Expressway
- Troubleshoot a Business to Business (B2B) collaboration solution

LABS AND DEMONSTRATIONS

- 01** Analyze SIP, H.323, and Media Protocols
- 02** Troubleshoot SIP and Media Protocols
- 03** Implement Cisco Unified Communications Manager Supplemental Services
- 04** Implement Call Hunting and Call Queueing in Cisco Unified Communications Manager
- 05** Configure Cisco Unified Communications Manager Extension Mobility
- 06** Troubleshoot Cisco Unified Communications Manager Extension Mobility
- 07** Configure Cisco Unified Mobility
- 08** Troubleshoot Cisco Unified Mobility
- 09** Implement Endpoints in Cisco Unified Communications Manager Express
- 10** Implement Endpoint Addressing and Call Routing in Cisco Unified CM Express

- 11** Implement Calling Privileges in Cisco Unified Communications Manager Express
- 12** Implement Globalized Call Routing
- 13** Implement TEHO, PSTN Backup, and CoS in a Globalized Call-Routing Deployment
- 14** Implement Advanced Survivable Remote Site Telephony
- 15** Implement Call Admission Control
- 16** Implement a URI-Based Dial Plan for Multisite Deployments
- 17** Troubleshoot Globalized Call Routing
- 18** Troubleshoot Call Admission Control
- 19** Implement Global Dial Plan Replication
- 20** Implement Cisco Unified Border Element
- 21** Troubleshoot Cisco Unified Border Element

TERMS

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