

Cisco 300-815 CLACCM 2026 Exam Prep

Cisco 300-815 CLACCM 2026. Deploy and troubleshoot Cisco Unified Communications Manager with practical labs.

[IT Certifications](#) Instructor: Brian Mitchell • 5 sections • 46 lessons • 17.50h total

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About this course

This course is for network engineers and collaboration specialists preparing for the Cisco 300-815 CLACCM exam in 2026. We cut through the complexity and focus on the practical skills you need to deploy and troubleshoot advanced Cisco Unified Communications Manager solutions. You will learn how to configure key features, solve common issues, and understand the exam objectives through hands-on examples.

We will walk you through configuration guides, analyze real case studies from enterprise deployments, and provide downloadable templates for common tasks. You will get access to practice labs, problem-solving sessions, and a complete review of all exam topics.

Course curriculum

Section 1: Exam Foundations and Core Concepts

- **Understanding the 300-815 Exam Structure and Objectives (12m)**
Get a clear breakdown of the exam domains, question types, and scoring. We'll map out the key areas you need to focus on for 2026.
- **Setting Up Your Lab Environment for Success (18m)**
Step-by-step guide to configuring a virtual lab using Cisco's recommended tools. Includes downloadable lab topology templates.
- **UCM Architecture Deep Dive for 2026 (25m)**
Explore the core components and services of Cisco Unified Communications Manager, with real case studies on enterprise deployments.
- **Key Collaboration Protocols: SIP, H.323, and MGCP (22m)**
Learn how these protocols work in UCM and how to configure them. Includes a problem-solving session on interoperability issues.
- **Cisco Collaboration Deployment Models Explained (15m)**
Understand single-site, multi-site, and centralized deployment models. We'll analyze when to use each approach with real examples.
- **Navigating the UCM Administration Interface (8m)**
A practical walkthrough of the UCM GUI, focusing on the most common tasks for the exam. Includes a downloadable checklist.
- **Essential CLI Commands for UCM Troubleshooting (20m)**
Master the command-line tools you need for the exam and real-world troubleshooting. We'll practice with common error scenarios.

Section 2: Core Configuration and Deployment

- **Configuring Endpoints and Device Pools Step-by-Step (28m)**
Learn how to properly set up phones, gateways, and device pools. Includes a downloadable configuration template.
- **Setting Up Call Routing with Partitions and CSS (32m)**
Master the calling search space and partition model for secure call routing. Real case study on a large organization.
- **Implementing Translation Patterns for Call Routing (18m)**
Practical guide to using translation patterns to manipulate call routing. Includes lab exercises and common pitfalls.
- **Configuring Route Patterns and Gateways (25m)**
Step-by-step instructions for setting up route patterns and integrating gateways. Includes a problem-solving session on PSTN routing.
- **Cisco Unified Communications Manager Express (CUCME) Setup (22m)**
Learn how to configure CUCME for branch offices. We'll cover the exam objectives and provide a real-world deployment case.

- **Configuring SIP Trunks for External Connectivity (30m)**
Detailed walkthrough of SIP trunk configuration, including security and troubleshooting. Includes downloadable security checklist.
- **Setting Up H.323 Gateways and Conferencing (20m)**
Understand H.323 configuration for voice gateways and conferencing. Real case study on a multi-vendor environment.
- **Implementing Call Admission Control (CAC) (24m)**
Learn how to configure CAC to manage bandwidth. Includes a step-by-step guide and lab for testing.
- **Configuring Locations for Bandwidth Management (16m)**
Practical guide to using locations to control call quality. Includes a downloadable template for location configuration.

Section 3: Advanced Features and Services

- **Deploying Cisco Unity Connection Integration (26m)**
Step-by-step guide to integrating Unity Connection with UCM. Includes real case studies on voicemail configuration.
- **Configuring Cisco Jabber and IM & Presence (30m)**
Learn how to deploy Jabber and IM & Presence services. Includes troubleshooting common deployment issues.
- **Implementing Cisco Meeting Server for Conferencing (28m)**
Practical guide to configuring Cisco Meeting Server. Includes a downloadable deployment checklist and lab exercises.
- **Setting Up QoS for Voice and Video Traffic (22m)**
Master QoS configuration for optimal call quality. Real-world case study on a global enterprise network.
- **Configuring Emergency Response Locations (ERL) (18m)**
Step-by-step guide to ERL setup for compliance. Includes a problem-solving session on common configuration errors.
- **Implementing Call Recording and Monitoring (20m)**
Learn how to configure call recording with UCM. Includes downloadable templates and real case examples.
- **Configuring SIP Profile and SIP Trunk Security (25m)**
Deep dive into SIP profile configuration and security best practices. Includes a downloadable security guide.
- **Troubleshooting Common UCM Services Issues (32m)**
Problem-solving session covering service failures, database issues, and recovery. Includes real case study analysis.

Section 4: Troubleshooting and Real-World Scenarios

- **Using UCM Reporting and Monitoring Tools (15m)**
Practical guide to CDR analysis, Real-Time Monitoring Tool (RTMT), and reporting. Includes downloadable reporting templates.

- **Troubleshooting Call Setup and Routing Failures (28m)**
Step-by-step troubleshooting guide for call routing issues. Includes real case studies from enterprise deployments.
- **Diagnosing Audio and Video Quality Problems (22m)**
Learn how to identify and fix quality issues. Includes a problem-solving session with common scenarios.
- **Resolving SIP Trunk and Gateway Issues (30m)**
Practical troubleshooting for SIP trunks and gateways. Includes downloadable CLI command reference sheet.
- **Fixing Unity Connection Integration Problems (18m)**
Step-by-step guide to troubleshooting voicemail integration. Includes real-world case study analysis.
- **Troubleshooting Jabber and IM & Presence (25m)**
Learn how to diagnose and fix Jabber deployment issues. Includes downloadable troubleshooting checklist.
- **Solving Conferencing Issues with Cisco Meeting Server (20m)**
Practical guide to troubleshooting conferencing problems. Includes real case studies and lab exercises.
- **Network-Level Troubleshooting for Collaboration (32m)**
Deep dive into network issues affecting UCM. Includes a downloadable network troubleshooting template.
- **Performance Tuning and Optimization Strategies (24m)**
Learn how to optimize UCM performance. Includes real case study on a high-traffic deployment.
- **Preparing for Exam Day: Final Review and Tips (12m)**
Comprehensive review of key exam topics and last-minute tips. Includes a downloadable exam day checklist.

Section 5: Implementation and Next Steps

- **Designing a Scalable UCM Deployment Plan (25m)**
Step-by-step guide to planning a UCM rollout. Includes downloadable planning templates and real case studies.
- **Implementing Security Best Practices for UCM (28m)**
Practical guide to securing UCM deployments. Includes downloadable security configuration templates.
- **Automating UCM Tasks with Scripts and APIs (22m)**
Learn how to use automation tools for UCM management. Includes real case study on automation in large deployments.
- **Integrating UCM with Third-Party Systems (20m)**
Step-by-step guide to integrating UCM with CRM and other systems. Includes downloadable integration templates.
- **Scaling UCM for Enterprise Environments (30m)**
Learn how to design and implement large-scale UCM deployments. Includes real case study analysis.
- **Disaster Recovery and Business Continuity Planning (26m)**
Practical guide to UCM disaster recovery. Includes downloadable DR plan templates and lab exercises.

- **Monitoring and Maintaining UCM in Production (18m)**
Step-by-step guide to ongoing UCM management. Includes downloadable monitoring checklists.
- **Upgrading UCM: Best Practices and Pitfalls (24m)**
Learn how to plan and execute UCM upgrades. Includes real case studies on successful upgrades.
- **Troubleshooting Advanced UCM Features in Production (32m)**
Problem-solving session for complex UCM issues. Includes downloadable advanced troubleshooting guide.
- **Building Your Career as a Collaboration Engineer (15m)**
Next steps after certification, including job roles, salary expectations, and continuous learning resources.
- **Final Practice Exam and Review Session (40m)**
Take a full-length practice exam with detailed answer explanations. Includes downloadable score analysis template.
- **Creating a Personalized Study Plan for 2026 (12m)**
Step-by-step guide to creating your own study plan. Includes downloadable study plan template.

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