

Cisco 300-825 Exam Prep 2026

Cisco 300-825 2026. Unity Connection, Contact Center Express, and collaboration app troubleshooting.

[IT Certifications](#) Instructor: Brian Mitchell • 5 sections • 49 lessons • 15.25h total

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About this course

Preparing for the Cisco 300-825 exam can feel overwhelming with all the technical details to cover. This course cuts through the noise and gives you a focused, hands-on approach to the key topics you need to know for the 2026 edition.

You will learn how to configure and troubleshoot Cisco collaboration applications, including Unity Connection and Contact Center Express. We will walk you through step-by-step labs, real case study analysis, and downloadable templates.

Course curriculum

Section 1: Foundations and Exam Overview

- **Understanding the 300-825 Exam Structure (12m)**
Get a clear breakdown of the exam format, question types, and scoring to set your study expectations.
- **Key Topics for the 2026 Edition (18m)**
Learn the major domains covered, like collaboration applications and security, with a focus on what's new for 2026.
- **Setting Up Your Study Environment (8m)**
Step-by-step guide to configure your lab setup using Cisco tools and virtual machines for hands-on practice.
- **Essential Networking Concepts Review (22m)**
Refresh your knowledge of IP networking, protocols, and basics crucial for Cisco collaboration scenarios.
- **Cisco Collaboration Architecture Overview (15m)**
Explore the core components of Cisco's collaboration ecosystem and how they integrate for real-world use.
- **Downloadable Study Planner Template (10m)**
Use our customizable template to organize your study schedule and track progress toward exam day.
- **Common Exam Pitfalls to Avoid (14m)**
Real-world advice on typical mistakes, like misconfiguring Unity Connection, and how to sidestep them.
- **Introduction to Practical Labs (9m)**
Overview of the hands-on exercises you'll do, designed to mirror real Cisco collaboration tasks.

Section 2: Core Collaboration Tools

- **Configuring Cisco Unity Connection (25m)**
Step-by-step guide to setting up voicemail and messaging services, with a downloadable configuration checklist.
- **Integrating Unity with Active Directory (20m)**
Learn how to sync user accounts and troubleshoot common integration issues in a lab environment.
- **Setting Up Contact Center Express (28m)**
Practical walkthrough for deploying and customizing contact center scripts for customer service scenarios.
- **Managing Cisco Unified Communications Manager (24m)**
Real case study analysis on configuring CUCM clusters and handling call routing for enterprise teams.
- **Implementing Video Collaboration with Cisco Meeting Server (19m)**
Hands-on session to deploy and secure video meetings, including troubleshooting common setup problems.

- **Securing Collaboration Applications (22m)**
Learn encryption and access control best practices to protect Cisco tools from vulnerabilities.
- **Troubleshooting Common Unity Connection Issues (16m)**
Problem-solving session with real-world examples and a step-by-step diagnostic framework.
- **Optimizing Contact Center Performance (21m)**
How to monitor and tune agent queues and IVR systems for better efficiency, using downloadable metrics templates.
- **Cisco Jabber Integration and Deployment (17m)**
Guide to setting up Jabber for instant messaging and presence, with tips for enterprise-wide rollout.
- **Review Quiz: Core Tools Mastery (11m)**
Test your knowledge with scenario-based questions and get immediate feedback on key concepts.

Section 3: Advanced Configuration and Security

- **Advanced Unity Connection Scripting (26m)**
Build custom call flows and auto-attendants, with a real case study from a healthcare organization.
- **Contact Center Express Scripting Deep Dive (30m)**
Hands-on lab to create and debug complex scripts for multi-channel customer interactions.
- **Integrating CUCM with Cloud Services (23m)**
Step-by-step guide to hybrid deployments, including troubleshooting connectivity issues.
- **Implementing High Availability for Collaboration Apps (18m)**
Learn redundancy strategies and failover testing to ensure uptime, with downloadable checklists.
- **Security Best Practices for Cisco Tools (20m)**
Real-world advice on hardening systems against threats, including certificate management and access logs.
- **Troubleshooting Video Collaboration Problems (15m)**
Problem-solving session on latency, audio/video sync issues, and firewall configurations.
- **Compliance and Auditing for Collaboration Systems (12m)**
How to meet regulatory requirements with audit trails and reporting tools in Cisco environments.
- **Lab: Full Deployment Simulation (32m)**
End-to-end lab exercise to deploy and secure a collaboration suite, mirroring exam scenarios.
- **Exam Practice: Security and Configuration Questions (14m)**
Practice test with detailed explanations to reinforce advanced topics and identify weak areas.

Section 4: Real-World Application and Troubleshooting

- **Case Study: Enterprise Collaboration Migration (27m)**
Analyze a real company's move to Cisco tools, focusing on planning and execution steps.
- **Troubleshooting Multi-Site Deployments (24m)**
Step-by-step guide to diagnosing issues across locations, with downloadable network diagrams.
- **Optimizing Performance in High-Traffic Environments (21m)**
Learn tuning techniques for busy call centers, including resource allocation and monitoring tools.
- **Integrating Third-Party Apps with Cisco Collaboration (19m)**
Hands-on session to connect CRM or other tools, with troubleshooting tips for API errors.

- **Disaster Recovery Planning for Collaboration Systems (22m)**
Create and test a recovery plan using Cisco's built-in tools, with a real-world backup scenario.
- **User Training and Adoption Strategies (16m)**
Practical advice on rolling out new features to teams, including downloadable training materials.
- **Monitoring and Reporting with Cisco Tools (18m)**
Set up dashboards and alerts to proactively manage collaboration performance, with case examples.
- **Troubleshooting Session: Real Exam Scenarios (25m)**
Work through common 300-825 exam problems and learn how to apply solutions step-by-step.
- **Customizing Scripts for Specific Industries (20m)**
Adapt contact center and Unity scripts for finance, retail, or healthcare needs, with templates.
- **Peer Review: Share Your Lab Results (12m)**
Guided activity to review and discuss your hands-on work with other learners for feedback.

Section 5: Exam Strategy and Final Preparation

- **Building Your 300-825 Study Plan (14m)**
Step-by-step guide to create a personalized timeline, including resource allocation and milestones.
- **Practice Exam 1: Full Simulation (35m)**
Timed practice test with 50 questions, covering all domains, and detailed answer explanations.
- **Analyzing Your Practice Exam Results (16m)**
Learn how to review your scores, identify knowledge gaps, and focus your study efforts.
- **Time Management During the Exam (11m)**
Strategies for pacing yourself, flagging questions, and avoiding time traps in the real exam.
- **Practice Exam 2: Advanced Topics Focus (32m)**
Second full simulation with emphasis on security and troubleshooting, plus downloadable answer key.
- **Memory Aids and Mnemonics for Key Concepts (13m)**
Creative tricks to remember Unity Connection commands and Contact Center Express workflows.
- **Final Review: Top 10 Must-Know Topics (17m)**
Concise recap of critical areas, with quick tips for last-minute cramming and confidence building.
- **Mindset and Exam Day Tips (10m)**
Practical advice on staying calm, managing stress, and what to expect at the test center.
- **Practice Exam 3: Mixed Difficulty Questions (29m)**
Comprehensive test with a mix of easy, medium, and hard questions to simulate real exam variability.
- **Reviewing Exam Dumps Ethically and Effectively (15m)**
How to use study materials like dumps responsibly to reinforce learning, not just memorize answers.
- **Post-Exam: Next Steps and Certification Maintenance (12m)**
Plan your career path after passing, including recertification and advanced Cisco tracks.
- **Course Wrap-Up and Q&A Session (8m)**
Recap of key takeaways, and live Q&A to address any remaining questions about the exam or topics.

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