



# CCNA Collaboration CICD 210-060 Official Cert Guide

*By Michael H. Valentine*

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## CCNA Collaboration CICD 210-060 Official Cert Guide

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- “Do I Know This Already?” quizzes, which enable you to decide how much time you need to spend on each section
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Michael Valentine, CCNA, CCNP, CCDP, CCVP, CCSI No. 31461, has worked in IT since 1996, and as a trainer since 2001. He is currently a Cisco trainer with Skyline Advanced Technology Services, specializing in Cisco Unified Communications and CCNA. His accessible, humorous, and effective teaching style has demystified Cisco technology for thousands of students. He has developed courseware and labs for both Cisco and its training partners, is co-author of CCNA Exam Cram (Exam 640-802), Third Edition, and is the author of CCNA Voice Quick Reference Guide.

The official study guide helps you master topics on the CCNA Collaboration CICD 210-060 exam, including the following:

- Cisco Unified Communications components
- Cisco Unified Communications Manager Express administration, end user management, dial plans, and telephony features
- Cisco Unified Communications Manager administration, end point management, dial plan elements and interactions, and telephony and mobility features
- Cisco Unity Connection voicemail
- CM IM and Presence support
- CME and CUCM management and troubleshooting
- Monitoring Cisco Unity Connection

The CD-ROM contains more than 140 practice questions for the exam, memory table exercises and answer keys, a glossary flash card tool, and a study planner tool.

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This volume is part of the Official Cert Guide series from Cisco Press. Books in this series provide officially developed exam preparation materials that offer assessment, review, and practice to help Cisco Career Certification candidates identify weaknesses, concentrate their study efforts, and enhance their confidence as exam day nears.

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## **Editorial Review**

### **About the Author**

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