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Learning Style: On Demand

Technology: Cisco

Difficulty: Intermediate

Course Duration: 40 Hours

Implementing Cisco Collaboration Applications (CLICA) v1.0 - On Demand



Course Information

About this course:

This course will provide you the knowledge and skills to strengthen compliance measures, streamline communication protocol and enhance your communication systems and devices with Cisco Unified IM & Presence (IM&P), Cisco Unity®

Connection, Single Sign-On (SSO), and Cisco Unity Express, and Application clients.

Through a combination of lessons and hands-on training, you will be able to maximize the agility of robust management systems. Upon competing this course, you will be fully prepared to take the Implementing Cisco Collaboration Applications (300-810 CLICA) exam.

Course Objective:

Following are competencies you will have after taking this course:

- Configure and troubleshoot chat rooms and message archiving
- Troubleshoot Cisco Jabber and Cisco Unified Communications Manager IM&P
- Integrate Cisco Unified Attendant Console Advanced with Cisco Unified Communications Manager and Cisco Unified Communications Manager IM&P server
- Configure call recording and monitoring
- Configure Cisco Unity Connection integration
- Configure and troubleshoot Cisco Unity Connection and Cisco Unity Connection call handlers
- Configure and troubleshoot Cisco Unity Express
- Describe SSO for Cisco Unified Communications applications
- Describe how Cisco Jabber® and Cisco Unified Communications Manager IM&P are integrated with other Cisco or third-party applications
- Customize the Cisco Unified Communications Manager IM&P and Cisco Jabber functionality

Audience:

This course is designed primarily for network and software engineers who are interested in learning about automation and programmability and hold the following job roles:

- Network engineer
- Network manager
- Network administrator
- Network architect
- Network designer

Prerequisite:

You should have the following before taking this course:

- Basic understanding of voice and video
- Cisco Unified Communications Manager experience including single-site dial plan, single public switched telephone network (PSTN) gateway, and Session Initiation Protocol (SIP) trunks.

- Basic understanding of networking technologies

The following Cisco courses can help you gain the knowledge you need to prepare for this course:

- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

Course Outline:

- **Configuring and Troubleshooting Cisco Unity Connection Integration**
- **Configuring and Troubleshooting Cisco Unity Connection Call Handlers**
- **Troubleshooting Cisco Unity Connection**
- **Configuring and Troubleshooting Cisco Unity Express**
- **Configuring Single Sign-On (SSO) for Cisco Unified Communications Applications**
- **Integrating Cisco Unified Communications Manager IM and Presence and Cisco Jabber**
- **Customizing Cisco Unified Communications Manager IM and Presence and Cisco Jabber Functionality**
- **Configuring Cisco Unified Communications Manager IM and Presence Service Compliance and Message Archiving**
- **Troubleshooting Cisco Unified Communications Manager IM and Presence Service**
- **Integrating Cisco Unified Attendant Console Advanced**
- **Implementing Call Recording and Monitoring**

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