

# CLICA

## Implementing Cisco Collaboration Applications

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### Description:

This authorized five-day course provides you with the knowledge and skills to streamline communication protocol, strengthen compliance measures, and enhance your communication systems and devices with knowledge about Single Sign-On (SSO), Cisco® Unified IM & Presence, Cisco Unity® Connection and Cisco Unity Express, and Application clients. Through a combination of lessons and hands-on training, you acquire the skills to maximize the agility of robust management systems. This course will prepare you for 300-810 Implementing Cisco Collaboration Applications (CLICA)

### Students will be able to:

- 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 and Presence are integrated with other Cisco or third-party applications
- Customize the Cisco Unified Communications Manager IM and Presence and Cisco Jabber functionality
- Configure and troubleshoot chat rooms and message archiving
- Troubleshoot Cisco Jabber and Cisco Unified Communications Manager IM and Presence
- Integrate Cisco Unified Attendant Console Advanced with Cisco Unified Communications Manager and Cisco Unified Communications Manager IM & Presence server
- Configure call recording and monitoring

### Course requirements:

- Basic understanding of networking technologies
- 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.
- Knowledge of topics from Implementing and Operating Cisco Collaboration Core Technologies (CLCOR) course

### This course is intended for:

- Network architect/designer
- Network engineer/administrator
- Network manager
- Applicants for 300-810 Implementing Cisco Collaboration Applications (CLICA) exam.

### Literature:

All participants will get original Cisco student and lab guides.

## Hardware:

Labs are practised on Cisco delivered Virtual lab environment. Classrooms are equipped with high-performance computers with Internet access and the possibility of wireless connection.

## Syllabus:

- 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

### Contact us

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