



Implementing Cisco Collaboration Applications (CLICA)

Course ID #: 7000-243-ZZ-Z

Hours: 35

Course Content

Course Description:

Implementing Cisco Collaboration Applications (CLICA) v1.0 is a 5-day course which provides students with the knowledge and skills to streamline communication protocol, strengthen compliance measures, and enhance their 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.

At Course Completion:

After completing this course, student 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

Prerequisites:

- 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.

Target Student:

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



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Topics:

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