Active Digital Learning - Implementing Cisco Collaboration Applications v1.2

Cisco - On Demand E-Learning

The Implementing Cisco Collaboration Applications (CLICA) training teaches you the knowledge and skills to configure and troubleshoot Single Sign-On (SSO), Cisco Unity Connection and Cisco Unity Express, and Application clients. Topics covered include streamlining communication procedures, strengthening compliance measures, and enhancing communication systems and devices. This course also earns you 40 Continuing Education (CE) credits towards recertification.

Access Duration: 180 days

Continuing Education Credits: 40

Training recipients

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

Benefits

This training will help you:

- Learn to implement and troubleshoot voice mail and Interactive Voice Response (IVR) solutions using Cisco Unity Connections and Cisco Unity Express
- Prepare for the 300-810 CLICA exam

Training program

Course Objectives

- 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 Outline

- Module 1: Cisco Unity Connection Integration
- Module 2: Cisco Unity Connection Call Handlers
- Module 3: Cisco Unity Connection Troubleshooting
- Module 4: SSO for Cisco Unified Communications Applications
- Module 5: Cisco IM and Presence and Cloud Messaging
- Module 6: Cisco IM and Presence and Jabber Customization
- Module 7: Cisco IM and Presence Compliance Message Archiving
- Module 8: Webex App Troubleshooting
- Module 9: Cisco Unified Attendant Console
- Module 10: Call Recording and Monitoring

Lab Outline

- Discovery 1: Integrate and Set Up Cisco Unity Connection
- Discovery 2: Configure Cisco Unity Connection Call Handlers

- Discovery 3: Implement Toll Fraud Prevention
- Discovery 4: Troubleshoot Cisco Unity Connection Call Handlers
- Discovery 5: Troubleshoot Cisco Unity Connection
- Discovery 6: Configure Cisco Unified Communications Manager IM and Presence High Availability
- Discovery 7: Implement Cisco Jabber
- Discovery 8: Configure Centralized Cisco Unified Communications Manager IM and Presence
- Discovery 9: Configure Cisco Unified Communications Manager IM and Presence Service Functionality
- Discovery 10: Enable Message Archiving and Chat Rooms
- Discovery 11: Troubleshoot the Cisco Unified Communications IM and Presence Database Connection
- Discovery 12: Integrate Cisco Unified Attendant Console Advanced
- Discovery 13: Implement Call Recording and Monitoring Using a SPAN-Based Solution
- Discovery 14: Implement Cisco Unified Communications Manager Call Recording and Monitoring

Expected preparation of the participant

Before taking this offering, you should have:
- Basic understanding of networking technologies
- Basic understanding of voice and video
- Cisco Unified Communications Manager experience including single-site dial plan, single PSTN gateway, and SIP trunks.

Training Includes

- Labs
- Self-Paced Training
- Video Training

Language

Language: English
Materials: English

Duration

1 days / 1 hours

Examination description

Certification:

Associated Certifications: [CCNP Collaboration](#)

Associated Exam: [300-810 CLICA](#)