Implementing Cisco Collaboration Applications (CLICA)

Description

The Implementing Cisco Collaboration Applications (CLICA) v1.0 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).

Course Content
Module 1 : Configuring and Troubleshooting Cisco Unity Connection Integration Module 2 : Configuring and Troubleshooting Cisco Unity Connection Call Handlers Module 3 : Troubleshooting Cisco Unity Connection Module 4 : Configuring and Troubleshooting Cisco Unity Express Module 5 : Configuring Single Sign-On (SSO) for Cisco Unified Communications Applications Module 6 : Integrating Cisco Unified Communications Manager IM and Presence and Cisco Jabber Module 7 : Customizing Cisco Unified Communications Manager IM and Presence and Cisco Jabber Functionality Module 8 : Configuring Cisco Unified Communications Manager IM and Presence Service Compliance and Message Archiving Module 9 : Troubleshooting Cisco Unified Communications Manager IM and Presence Service Module 10 : Integrating Cisco Unified Attendant Console Advanced Module 11 : Implementing Call Recording and Monitoring

Lab / Exercises

- Integrate and Set Up Cisco Unity Connection
- Configure Cisco Unity Connection Call Handlers
- Implement Toll Fraud Prevention
- Troubleshoot Cisco Unity Connection Call Handlers
- Troubleshoot Cisco Unity Connection
- Configure Cisco Unity Express
- Troubleshoot Cisco Unity Express
- Configure Cisco Unified Communications Manager IM and Presence High Availability
- Implement Cisco Jabber
- Configure Centralized Cisco Unified Communications Manager IM and Presence
- Configure Cisco Unified Communications Manager IM and Presence Service Functionality
- Enable Message Archiving and Chat Rooms
- Troubleshoot the Cisco Unified Communications IM and Presence Database Connection
- Troubleshoot Cisco Unified Communications Manager IM and Presence High Availability
- Troubleshoot Cisco Unified Communications Manager IM and Presence Service
- Integrate Cisco Unified Attendant Console Advanced
- Implement Call Recording and Monitoring Using a Switched Port Analyzer (SPAN)-based Solution
- Implement Cisco Unified Communications Manager Call Recording and Monitoring

Documentation

- Digital courseware included

Exam

- This course prepares you to the 300-810 CLICA Implementing Cisco Collaboration Applications exam. If

you wish to take this exam, please contact our secretariat who will let you know the cost of the exam and will take care of all the necessary administrative procedures for you.

Participant profiles

- Network architects
- Network designers
- Network engineers
- Network managers
- Network administrators

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

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

Niveau
Intermédiaire
Virtual Classroom Registration Price (CHF)
4350
Duration (in Days)
5
Reference
CIS-CLICA