

CLICA - Implementing Cisco Collaboration Applications (CLICA)

Duration: 5 Day(s)

Course Overview

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).

Review this course online at <https://www.alta3.com/courses/CLICA>

Objectives

- Configure and troubleshoot Cisco Unity applications and call handling systems.
- Understand integration of Cisco Unified Communications with third-party applications.
- Implement Single Sign-On (SSO) for efficient application access.
- Design and implement call recording and monitoring solutions.

Who Should Attend

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

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

Course Outline

Configuring and Troubleshooting Cisco Unity Connection Integration

1. Configuring Cisco Unity Connection
2. Troubleshooting Unity Connection Call Handlers

Configuring and Troubleshooting Cisco Unity Connection Call Handlers

3. Troubleshooting Cisco Unity Connection

Configuring and Troubleshooting Cisco Unity Express

4. Configuring Single Sign-On for Applications

Integrating Cisco Unified Communications Manager IM and Presence and Cisco Jabber

5. Customizing Functionality
6. Configuring Compliance and Message Archiving

Integrating Cisco Unified Attendant Console Advanced

7. Implementing Call Recording and Monitoring