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Implementing Cisco Collaboration Applications (CLICA) V1.2

WHERE GREAT TRAINING HAPPENS EVERYDAY!

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6210 Central Ave, Portage IN

sales@ctclc.com

www.ctclc.com

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Implementing Cisco Collaboration Applications (CLICA) V1.2

Course Duration

5 Days

Course Price

$4,295.00
43 CLCs

Methods of Delivery

In-Person ILT
Virtual ILT
Onsite ILT

About this Class

The Implementing Cisco Collaboration Applications (CLICA) v1.2 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 will prepare you for Implementing Cisco Collaboration Applications (300-810 CLICA).

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How you will benefit

This class will help you:

- Learn to implement and troubleshoot voice mail and Interactive Voice Response (IVR) solutions using Cisco Unity Connections and Cisco Unity Express
- Earn 40 credits toward recertification

Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The job roles best suited to the material in this course are:

- Collaboration Engineers
- Collaboration Administrators

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Objectives

After taking this course, you should 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

Implementing Cisco Collaboration Applications (CLICA) V1.2

Course Outline

Module 1: Cisco Unity Connection Integration

Module 2: Cisco Unity Connection Call Handlers

Module 3: Cisco Unity Connection

Module 4: Single Sign-On (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

Implementing Cisco Collaboration Applications (CLICA) V1.2

Lab Outline

- **Lab 1:** Integrate and Set Up Cisco Unity Connection

- **Lab 2:** Configure Cisco Unity Connection Call Handlers

- **Lab 3:** Implement Toll Fraud Prevention

- **Lab 4:** Troubleshoot Cisco Unity Connection Call Handlers

- **Lab 5:** Troubleshoot Cisco Unity Connection

- **Lab 6:** Configure Cisco Unified Communications Manager IM and Presence High Availability

- **Lab 7:** Implement Cisco Jabber

- **Lab 8:** Configure Centralized Cisco Unified Communications Manager IM and Presence

- **Lab 9:** Configure Cisco Unified Communications Manager IM and Presence Service Functionality

- **Lab 10:** Enable Message Archiving and Chat Rooms

- **Lab 11:** Troubleshoot the Cisco Unified Communications IM and Presence Database Connection

- **Lab 12:** Integrate Cisco Unified Attendant Console Advanced

- **Lab 13:** Implement Call Recording and Monitoring Using a Switched Port Analyzer (SPAN)-based Solution

- **Lab 14:** Implement Cisco Unified Communications Manager Call Recording and Monitoring