

IMPLEMENTING CISCO COLLABORATION APPLICATIONS (CLICA) V1.2

IMPLEMENTING CISCO COLLABORATION APPLICATIONS (CLICA) V1.2

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).

How you'll 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 in 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 primary audience for this course is as follows:

- Collaboration Engineers
- Collaboration Administrators

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

Course Duration

5 days

Course Price

\$4,295.00 or 43 CLCs

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

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

- **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**