

IMPLEMENTING CISCO COLLABORATION APPLICATIONS (CLICA)

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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.

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
- Prepare for the 300-810 CLICA exam

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

Prerequisites

Before taking this course, you should have the following knowledge and skills:

- 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.

OUTLINE

Module 1: Cisco Unity Connection Integration

Module 2: Cisco Unity Connection Call Handlers

Module 3: Cisco Unity Connection Troubleshooting

Course Duration

5 days

Course Price

\$4,295.00 or 43 CLCs

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

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

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 SPAN-Based Solution

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