CLICA

Implementing Cisco Collaboration Applications

Description:

<p>This authorized five-day 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)</p>

Students will 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

Course requirements:

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.
Knowledge of topics from Implementing and Operating Cisco Collaboration Core Technologies (CLCOR) course

This course is intended for:

Network architect/designer

Network engineer/administrator
Network manager
Applicants for 300-810 Implementing Cisco Collaboration Applications (CLICA) exam.

Literature:

<p>All participants will get original Cisco student and lab guides.</p>
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Hardware:

<p>Labs are practised on Cisco delivered Virtual lab environment. Classrooms are equipped with high-performance computers with Internet access and the possibility of wireless connection.</p>

Syllabus:

Configuring and Troubleshooting Cisco Unity Connection Integration
Configuring and Troubleshooting Cisco Unity Connection Call Handlers
Troubleshooting Cisco Unity Connection
Configuring and Troubleshooting Cisco Unity Express
Configuring Single Sign-On (SSO) for Cisco Unified Communications Applications
Integrating Cisco Unified Communications Manager IM and Presence and Cisco Jabber
Customizing Cisco Unified Communications Manager IM and Presence and Cisco Jabber Functionality
Configuring Cisco Unified Communications Manager IM and Presence Service Compliance and Message Archiving
Troubleshooting Cisco Unified Communications Manager IM and Presence Service
Integrating Cisco Unified Attendant Console Advanced
Implementing Call Recording and Monitoring