Implementing Cisco Collaboration Applications (CLICA)

Duration: 5 Days

Prerequisites:

To fully benefit from this training, you should have the following knowledge and skills:

- Basic understanding of networking technologies
- Basic understanding of voice and video
- Cisco Unified Communications Manager (CUCM) experience including single site dial plan, single Public Switched Telephone Network (PSTN) gateway, and Session Initiation Protocol (SIP) trunks

The following Cisco courses can help you gain the knowledge you need to prepare for this course:

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

Course Description:

The Implementing Cisco Collaboration Applications (CLICA) course shows you how to implement Single Sign-On (SSO), Cisco Unified IM and Presence, Cisco Unity Connection, and Cisco Unity Express. You will learn how to streamline communication procedures, strengthen compliance measures, and enhance your communication systems and devices. This course also earns you 40 Continuing Education (CE) credits towards recertification.

Course Objectives:

After taking this training, 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 and Presence server
- Configure call recording and monitoring

Intended Audience:

This course is designed primarily for professionals in the following job roles:

- Collaboration engineers
- Collaboration administrators

Course Outline:

- 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

Lab outline

- Integrate and Set Up Cisco Unity Connection
- Configure Cisco Unity Connection Call Handlers
- Implement Toll Fraud Prevention
- Troubleshoot Cisco Unity Connection Call Handlers
- Troubleshoot Cisco Unity Connection
- Configure Cisco Unity Express
- Troubleshoot Cisco Unity Express
- Configure Cisco Unified Communications Manager IM and Presence High Availability
- Implement Cisco Jabber
- Configure Centralized Cisco Unified Communications Manager IM and Presence
- Configure Cisco Unified Communications Manager IM and Presence Service Functionality
- Enable Message Archiving and Chat Rooms
- Troubleshoot the Cisco Unified Communications IM and Presence Database Connection
- Troubleshoot Cisco Unified Communications Manager IM and Presence High Availability
- Troubleshoot Cisco Unified Communications Manager IM and Presence Service
- Integrate Cisco Unified Attendant Console Advanced
- Implement Call Recording and Monitoring Using a Switched Port Analyzer (SPAN)-based Solution
- Implement Cisco Unified Communications Manager Call Recording and MonitoringSpecific Lab Issues

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