

**Document Generated: 11/25/2024**

**Learning Style: On Demand**

**Provider: Cisco**

**Difficulty: Intermediate**

**Course Duration: 40 Hours**

## Implementing Cisco Collaboration Applications (CLICA) v1.0 - On Demand



### Course Information

#### About this course:

This course will provide you the knowledge and skills to strengthen compliance

measures, streamline communication protocol and enhance your communication systems and devices with Cisco Unified IM & Presence (IM&P), Cisco Unity® Connection, Single Sign-On (SSO), and Cisco Unity Express, and Application clients.

Through a combination of lessons and hands-on training, you will be able to maximize the agility of robust management systems. Upon completing this course, you will be fully prepared to take the Implementing Cisco Collaboration Applications (300-810 CLICA) exam.

## **Course Objective:**

Following are competencies you will have after taking this course:

- Configure and troubleshoot chat rooms and message archiving
- Troubleshoot Cisco Jabber and Cisco Unified Communications Manager IM&P
- Integrate Cisco Unified Attendant Console Advanced with Cisco Unified Communications Manager and Cisco Unified Communications Manager IM&P server
- Configure call recording and monitoring
- 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&P are integrated with other Cisco or third-party applications
- Customize the Cisco Unified Communications Manager IM&P and Cisco Jabber functionality

## **Audience:**

This course is designed primarily for network and software engineers who are interested in learning about automation and programmability and hold the following job roles:

- Network engineer
- Network manager
- Network administrator
- Network architect
- Network designer

## **Prerequisite:**

You should have the following before taking this course:

- 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.

- Basic understanding of networking technologies

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

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

## 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**

## Credly Badge:



### Display your Completion Badge And Get The Recognition You Deserve.

Add a completion and readiness badge to your LinkedIn profile, Facebook page, or Twitter account to validate your professional and technical expertise. With badges issued and validated by Credly, you can:

- Let anyone verify your completion and achievement by clicking on the badge
- Display your hard work and validate your expertise
- Display each badge's details about specific skills you developed.

Badges are issued by QuickStart and verified through Credly.

[Find Out More](#) or [See List Of Badges](#)