Implementing Cisco Collaboration Applications v1.0 (300-810)

Exam Description: Implementing Cisco Collaboration Applications v1.0 (CLICA 300-810) is a 90-minute exam associated with the CCNP Collaboration Certification. This exam tests a candidate's knowledge of collaboration applications, including single sign-on, Cisco Unified IM and Presence, Cisco Unity Connection, Cisco Unity Express, and application clients. The course, Implementing Cisco Collaboration Applications, helps candidates to prepare for this exam.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. To better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

15%   **1.0**   **Single Sign-On (SSO) for Collaboration Applications**
　　　1.1   Describe these types of SSO as they relate to Collaboration
　　　　　1.1.a   Smart card
　　　　　1.1.b   Integrated Windows AD
　　　　　1.1.c   Kerberos

　　　1.2   Describe the SAML SSO login process flow in the context of Cisco Collaboration solutions

　　　1.3   Describe these components of SAML 2.0 and later
　　　　　1.3.a   Assertion
　　　　　1.3.b   Protocol
　　　　　1.3.c   Binding
　　　　　1.3.d   Profiles

30%   **2.0**   **Cisco Unified IM and Presence**
　　　2.1   Configure Cisco Unified Instant Message and Presence on premises
　　　　　2.1.a   High availability
　　　　　2.1.b   Calendar integration
　　　　　2.1.c   Apple Push Notification Service
　　　　　2.1.d   Persistent chat
　　　　　2.1.e   Federation configuration (XMPP and SIP)
　　　　　2.1.f   Centralized Cisco Unified IM&P

　　　2.2   Troubleshoot Cisco Unified IM&P on premises
　　　　　2.2.a   XMPP
　　　　　2.2.b   High availability
　　　　　2.2.c   Calendar integration
　　　　　2.2.d   Apple Push Notification Service
　　　　　2.2.e   Persistent chat
　　　　　2.2.f   Federation configuration (XMPP and SIP)

30% **3.0** **Cisco Unity Connection and Cisco Unity Express**

3.1 Configure these in Cisco Unity Connection
- 3.1.a Call handlers
- 3.1.b Voicemail transfers and greetings
- 3.1.c Routing rules
- 3.1.d Distribution lists
- 3.1.e LDAP integration

3.2 Troubleshoot these in Cisco Unity Connection
- 3.2.a Call handlers
- 3.2.b Voicemail transfers and greetings
- 3.2.c Auto-Attendant
- 3.2.d Routing rules
- 3.2.e MWI

3.3 Implement toll fraud prevention

3.4 Troubleshoot Cisco Unity Connection integration options with Cisco Unified Communications Manager

3.5 Describe digital networking in multicluster deployments in Cisco Unity Connection

3.6 Configure Cisco Unity Express integration to Cisco Unified Communications Manager Express
- 3.6.a Basic call handler scripting (Auto-Attendant)
- 3.6.b Voicemail management
- 3.6.c MWI
- 3.6.d User management

3.7 Troubleshoot Cisco Unity Express integration to Cisco Unified CME
- 3.7.a Basic call handler scripting (Auto-Attendant)
- 3.7.b Voicemail management
- 3.7.c MWI
- 3.7.d User management

25% **4.0** **Application Clients**

4.1 Configure DNS for service discovery
4.2 Troubleshoot service discovery
4.3 Configure Jabber client installation switches
4.4 Troubleshoot Cisco Jabber Instant Messaging and Presence
4.5 Troubleshoot Cisco Jabber phone control
4.6 Troubleshoot Cisco Jabber voicemail integration
4.7 Troubleshoot certificate validation for Jabber clients
4.8 Describe the Cisco Unified Attendant Console Advanced integration