

Implementing Cisco Collaboration Applications (CLICA)

Description

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 training prepares you for the 300-810 CLICA v1.1 exam. If passed, you earn the Cisco Certified Specialist – Collaboration Applications Implementation certification and satisfy the concentration exam requirement for the Cisco Certified Network Professional (CCNP) Collaboration certification. This training also earns you 40 Continuing Education (CE) credits toward recertification.

How you'll benefit

This training 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 v1.1 exam
- Earn 40 CE credits toward recertification

Who should enroll

- Collaboration Engineers
- Collaboration Administrators

Technology areas

- Collaboration

Objectives

- 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

Prerequisites

There are no prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

- 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

These skills can be found in the following Cisco Learning Offerings:

- [Implementing and Operating Cisco Collaboration Core Technologies \(CLCOR\)](#)
- [Understanding Cisco Collaboration Foundations \(CLFNDU\)](#)

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

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- 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 Monitoring

What to expect on the exam

Implementing Cisco Collaboration Applications (300-810 CLICA) v1.1 is a 90-minute exam associated with the Cisco Certified Specialist – Collaboration Applications Implementations certification and satisfies the concentration exam requirement for the CCNP Collaboration certification.

This exam tests your knowledge of collaboration applications, including:

- Single sign-on
- Cisco Unified IM and Presence
- Cisco Unity Connection
- Cisco Unity Express
- Application clients

Links

- [Cisco U. Learning Path](#)
- [Cisco Learning Network Store](#)
- [Cisco Learning Locator](#)