

## Implementing Cisco Collaboration Applications v1.0

**Course#: CLICA**  
**Duration: 5 Days**  
**Price: 0.00**

### Course Description

The CLICA - Implementing Cisco Collaboration Applications v1.0 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.

### Objectives

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

### Audience

Network architect  
Network designer  
Network engineer  
Network manager  
Network administrator

## **Prerequisites**

Before taking this course, you should have the following knowledge and skills:

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

CLCOR - Implementing and Operating Cisco Collaboration Core Technologies v1.0

CLFNDU - Understanding Cisco Collaboration Foundations v1.0

## **Content**

Classroom Live 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

### Classroom Live Labs

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 Monitoring