

E-Learning - Implementing Cisco Collaboration Applications

Cisco - On Demand E-Learning

The Implementing Cisco Collaboration Applications (CLICA) 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 (IM&P), 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. This course helps you prepare for the Implementing Cisco Collaboration Applications (300-810 CLICA) exam.

Access Duration: 180 days

Continuing Education Credits: 40



Purpose of the training

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



Benefits of completing the training

This course 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 exam



Exam description

Certification:

Associated Certifications: [CCNP Collaboration](#)

Associated Exam: [300-810 CLICA](#)



Expected Listener Preparation

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

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)



Training Language

Language: English

Materials: English



Training Includes

- Labs
- Self-Paced Training
- Video Training

Duration

1 days / 1 hours

Training agenda

- 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
- 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