

Implementing Cisco Collaboration Applications (CLICA)

Price: 1000

Duration 365 Days

Delivery Methods eLearning

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Overview

The duration of this course is 10 hours, and it is eligible for 40 CE credits towards recertification.

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.

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

This training prepares you for the 300-810 CLICA v1.1 exam.

Who Should Enroll

Collaboration engineers

Collaboration administrators

Learning Path Objective

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 and Presence server

Configure call recording and monitoring

Learning Path 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

Learning Path 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

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What happens when I finish my class?

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