Implementing Cisco Collaboration Applications (CLICA) v1.2

Price: 4295

Duration: 5 days

Delivery Methods: Virtual

Overview

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

Course Schedule

Date	Time	Price	Options

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FAQ

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Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

How do I enroll for this class?

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

What happens once I purchase a class?

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

What is your late policy?

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

What happens when I finish my class?

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.