Implementing Cisco Collaboration Applications v1.2

Course Content

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 course also earns you 40 Continuing Education (CE) credits towards recertification.

Course 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 & Presence server
- Configure call recording and monitoring

Prerequisites

Before taking this offering, you should have:

- Basic understanding of networking technologies
- Basic understanding of voice and video
- Cisco Unified Communications Manager experience including single-site dial plan, single PSTN gateway, and SIP trunks.

Course Outline

Module 1: Cisco Unity Connection Integration

Module 2: Cisco Unity Connection Call Handlers

Module 3: Cisco Unity Connection Troubleshooting

Module 4: SSO for Cisco Unified Communications Applications

Module 5: Cisco IM and Presence and Cloud Messaging

Module 6: Cisco IM and Presence and Jabber Customization

Module 7: Cisco IM and Presence Compliance Message Archiving

Module 8: Webex App Troubleshooting

Module 9: Cisco Unified Attendant Console

Module 10: Call Recording and Monitoring

Lab Outline

Discovery 1: Integrate and Set Up Cisco Unity Connection
Discovery 2: Configure Cisco Unity Connection Call Handlers
Discovery 3: Implement Toll Fraud Prevention
Discovery 4: Troubleshoot Cisco Unity Connection Call Handlers
Discovery 5: Troubleshoot Cisco Unity Connection
Discovery 6: Configure Cisco Unified Communications Manager IM and Presence High Availability
Discovery 7: Implement Cisco Jabber
Discovery 8: Configure Centralized Cisco Unified Communications Manager IM and Presence
Discovery 9: Configure Cisco Unified Communications Manager IM and Presence Service Functionality
Discovery 10: Enable Message Archiving and Chat Rooms
Discovery 11: Troubleshoot the Cisco Unified Communications IM and Presence Database Connection
Discovery 12: Integrate Cisco Unified Attendant Console Advanced
Discovery 13: Implement Call Recording and Monitoring Using a SPAN-Based Solution
Discovery 14: Implement Cisco Unified Communications Manager Call Recording and Monitoring

Who Should Attend?

- Collaboration engineers
- Collaboration administrators

Associated Certifications

CCNP® Collaboration

Course duration:

5 Days

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