



Train. Employ. Empower.

# Implementing Cisco Collaboration Applications v1.2 (CLICA)

Price  
**\$3,295.00**

Duration  
**5 Daytime Classes  
or  
10 Evening Classes**

Delivery Methods  
**Virtual, Private  
Group,**

## CAREER SKILLS+™

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.

The 300-810 CLICA exam certifies your knowledge and skills related to collaboration applications, including SSO, Cisco Unified IM and Presence, Cisco Unity Connection, Cisco Unity Express, and application clients.

After you pass 300-810 CLICA, you earn the Cisco Certified Specialist - Collaboration Applications Implementation certification, and you satisfy the concentration exam requirement for the CCNP® Collaboration certification.

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**Who Should Attend**

Collaboration engineers  
Collaboration administrators

**Course Prerequisites**

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.

**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

**Agenda**

1 - Lessons  
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  
2 - Lab Outline  
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