

Implementing Cisco Collaboration Applications

(CLICA) 1.2

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.

Prerequisite

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.

Duration: 40 HRS

Course Outline

1. Module 1: Cisco Unity Connection Integration
2. Module 2: Cisco Unity Connection Call Handlers
3. Module 3: Cisco Unity Connection Troubleshooting
4. Module 4: SSO for Cisco Unified Communications Applications
5. Module 5: Cisco IM and Presence and Cloud Messaging
6. Module 6: Cisco IM and Presence and Jabber Customization
7. Module 7: Cisco IM and Presence Compliance Message Archiving
8. Module 8: Webex App Troubleshooting
9. Module 9: Cisco Unified Attendant Console
10. Module 10: Call Recording and Monitoring