

CLICA

Implementing Cisco Collaboration Applications

40 horas

Collaboration

Cisco

Cisco Continuing Education Credits

40 CE Credits

INTRODUÇÃO

The Implementing Cisco Collaboration Applications (CLICA) v1.0 course provides you with the knowledge and skills to streamline communication protocol, strengthen compliance measures, and enhance your communication systems and devices with knowledge about Single Sign-On (SSO), Cisco® Unified IM & Presence, Cisco Unity® Connection and Cisco Unity Express, and Application clients. Through a combination of lessons and hands-on training, you acquire the skills to maximize the agility of robust management systems. This course will prepare you for 300-810 Implementing Cisco Collaboration Applications (CLICA).

OBJETIVO DO CURSO

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 & Presence server

Configure call recording and monitoring

PÚBLICO-ALVO

This course is designed primarily for professionals in the following job roles:

Collaboration engineers

Collaboration administrators

PRÉ-REQUISITOS

Before taking this course, you should have the following knowledge and skills:

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.

The following Cisco courses can help you gain the knowledge you need to prepare for this course:

Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

Understanding Cisco Collaboration Foundations (CLFNDU)

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

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