Implementing Cisco Collaboration Applications

Course Code	CLICA
Duration	5 days

Overview

The Implementing Cisco Collaboration Applications (CLICA) course provides you with the knowledge and skills required to streamline communication protocol, strengthen compliance measures and enhance your communication systems and devices. Gain an understanding of 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 will acquire the skills to maximize the agility of robust management systems.

Audience

Collaboration engineers involved in the design, implementation and troubleshooting of Cisco collaboration applications and administrators involved in the support and troubleshooting of Cisco Collaboration applications.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶ Configuring Cisco Unity Connection integration.
- ▶ Configuring and troubleshooting Cisco Unity Connection and Cisco Unity Connection call handlers.
- ▶ Configuring and troubleshooting Cisco Unity Express.
- ▶ Describing SSO for Cisco Unified Communications applications.
- ▶ Describing how Cisco Jabber® and Cisco Unified Communications Manager IM and Presence are integrated with other Cisco or third-party applications.
- ▶ Customizing the Cisco Unified Communications Manager IM and Presence and Cisco Jabber functionality.
- ▶ Configuring and troubleshooting chat rooms and message archiving.
- ▶ Troubleshooting Cisco Jabber and Cisco Unified Communications Manager IM and Presence.
- ▶ Integrating Cisco Unified Attendant Console Advanced with Cisco Unified Communications Manager and Cisco Unified Communications Manager IM; Presence server.
- ▶ Configuring call recording and monitoring.

Pre-Requisites

- ▶ 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.

Recommended courses:
- ▶ CLFNDU - Understanding Cisco Collaboration Foundations
- ▶ CLCOR - Implementing and Operating Cisco Collaboration Core Technologies

Course Contents

Configuring and Troubleshooting Cisco Unity Connection Integration
- ▶ Overview of Cisco Unity Connection Integration
- ▶ SCCP Integration
- ▶ Typical Integration Mistakes
- ▶ Integration Considerations
- ▶ Clustering Options
- ▶ Deployment Options
- ▶ Networking

Configuring and Troubleshooting Cisco Unity Connection Call Handlers
- ▶ Call Handler Overview
- ▶ System Call Handler
- ▶ Caller Input
- ▶ Operator Call Handler
- ▶ Goodbye Call Handler
- ▶ Directory Handler
- ▶ Interview Handler
- ▶ Toll Fraud

Troubleshooting Cisco Unity Connection
- ▶ Overview of Cisco Unity Connection Troubleshooting Options
- ▶ Integration Troubleshooting Tools
- ▶ Cisco Unified Real-Time Monitoring Tool

Configuring and Troubleshooting Cisco Unity Express
- ▶ Overview of Cisco Unity Express Integration
- ▶ Triggers
- ▶ MWI Notification
- ▶ Cisco Unity Express Trigger Troubleshooting
- ▶ MWI Notification Troubleshooting

Configuring Single Sign-On (SSO) for Cisco Unified Communications Applications
- ▶ SSO Overview
- ▶ SSO Prerequisites
- ▶ SSO Components
- ▶ Trust Metadata File
- ▶ Identity Provider
- ▶ SAML Authentication
- ▶ OAuth
- ▶ Cisco Unified Communications Manager SSO Capabilities
- ▶ SSO for Collaboration Endpoints
- ▶ SSO and Collaboration Edge
- ▶ Session and Token Expiration Timers

Integrating Cisco Unified Communications Manager IM and Presence and Cisco Jabber

- Cisco Unified Communications Manager IM and Presence and Cisco Jabber Integration Overview
- Integration with Cisco Unified Communications Manager and IM and Presence Service
- Integration with Cisco Unity Connection
- Integration with Conferencing Servers
- Integration with LDAP
- Integration with Microsoft Exchange
- Clustering
- Cisco Unified Communications Manager IM and Presence Service Federation Overview
- Cisco Unified Communications Manager IM and Presence Multidomain Deployment
- Cisco Unified COmmunications Manage IM and Presence Interdomain Federation
- Cisco Jabber Deployment Options
- Cisco Jabber in Deskphone Control Mode
- Cisco Jabber in Softphone Mode
- Cisco Jabber Service Discovery Process

Customizing Cisco Unified Communications Manager IM and Presence and Cisco Jabber Functionality

- Cisco Jabber Customization Overview
- Cisco Unified Communications Services
- Service Profiles
- Custom Configuration Files
- Contact Sources
- Contact Photos
- Policies
- Embedded Tabs
- Cisco Jabber Extend and Connect
- Apple Push Notification Service

Configuring Cisco Unified Communications Manager IM and Presence Service Compliance and Message Archiving

- Enterprise Instant Messaging
- External Database Overview
- PostgreSQL External Database Integration
- Persisitent Chat
- Message Archiving

Troubleshooting Cisco Unified Communications Manager IM and Presence Service

- Cisco Unified Communications Manager IM and Presence System Troubleshooting Tools
- System Troubleshooter
- Cisco Unified Real-Time Monitoring Tool
- Presence Viewer
- Cisco Jabber Connection Status
- Apple Push Notifications Troubleshooting
- IM and Presence Service Multidomain Deployment Troubleshooting

Integrating Cisco Unified Attendant Console Advanced

- Cisco Unified Attendant Console Advanced Integration Overview
- Capablilities
- Platform Requirements
- Cisco Unified Communications Manager Integration
- Cisco Unified Communications Manager IM and Presence Service Integration
- Reporting

Implementing Call Recording and Monitoring
- ⏩ Overview of Call Recording and Monitoring in Cisco Unified Communications Manager
- ⏩ SPAN-Based Solutions
- ⏩ Cisco Unified Border Element Dial-Peer Forking
- ⏩ Cisco Unified Communications Manager Network-Based Recording and Monitoring

Labs
- ⏩ 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

Exam Details

This course leads to the 300-810 - Implementing Cisco Collaboration Applications (CLICA) Exam.

This exam is one of the CCNP Collaboration Certification concentrations exams as well as being the standalone exam for the Cisco Certified Specialist - Collaboration Applications Implementation certification.

Further Information

For more information or to book this course, please contact our Course Enquiries Team on
01752 227330 (Option 2) or email us at **enquiries@skilltec.co.uk**.