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## Cisco® Implementing Cisco® Collaboration Applications v1.0 (CLICA)

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### Overview

This course provides you with the knowledge and skills to streamline communication procedures, strengthen compliance measures, and enhance your communication systems and devices with knowledge about Single Sign-On (SSO), Cisco® Unified IM and Presence, Cisco Unity® Connection and Cisco Unity Express. This course will prepare you for certification exam 300-810 Implementing Cisco Collaboration Applications (CLICA).

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### Prerequisite Comments

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

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### Target Audience

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

Collaboration engineers

Collaboration administrators

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### Course Objectives

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 and Presence server

Configure call recording and monitoring

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### Course Outline

## 1 - Course Outline

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

## Related Courses, Certifications, Exams

- Cisco® Understanding Cisco® Collaboration Foundations v1.1 (CLFNDU)
- Cisco® Implementing and Operating Cisco® Collaboration Core Technologies v1.1 (CLCOR)