

## Implementing Cisco Collaboration Applications

**Duration: 5 Days**    **Course Code: CLICA**    **Version: 1.2**    **Delivery Method: Virtual Learning**

### 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.

**This course is worth 40 Continuing Education (CE) credits towards recertification.**

### Target 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.

### Objectives:

- **After completing 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

### Prerequisites:

**Attendees should meet the following 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.
- CLFNDU - Understanding Cisco Collaboration Foundations
- CLCOR - Implementing and Operating Cisco Collaboration Core Technologies

### Testing and Certification

**Recommended as preparation for the following exams:**

- **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.

## Content:

### Cisco Unity Connection Integration

- Overview of Cisco Unity Connection Integration
- SCCP Integration
- SIP Integration
- Typical Integration Mistakes
- Integration Considerations
- Clustering Options
- Deployment Options
- Networking

### 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

### Cisco Unity Connection Troubleshooting

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

### Single Sign-On (SSO) for Cisco Unified Communications Applications

- Cisco SSO Overview
- SSO Prerequisites
- SSO Components
- Trust Metadata File
- Identity Provider
- SAML Authentication
- OAuth Authorization
- Cisco Unified Communications Manager SSO Capabilities
- SSO for Collaboration Endpoints
- SSO and Collaboration Edge
- Session and Token Expiration Timers
- Two-Factor Authentication (2FA)
- Third-Party Identity Providers (IdP)
- OAuth 2 Authentication

### Cisco IM and Presence and Cloud Messaging

- 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 Manager IM and Presence Intradomain Federation
- Cisco Jabber Deployment Options
- Cisco Jabber in Deskphone Control Mode
- Cisco Jabber in Softphone Mode
- Cisco Jabber Service Discovery Process
- Hybrid Webex Messaging

### Cisco IM and Presence and Cisco Jabber Customization

- 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

### Cisco IM and Presence Compliance Message Archiving

- Enterprise Instant Messaging Compliance and Archiving Overview
- External Database Overview
- PostgreSQL External Database Integration
- Persistent Chat
- Message Archiving

### Webex App Troubleshooting

- Troubleshooting the Login Process on the Cisco Webex App
- Call Signaling on the Cisco Webex App
- Troubleshooting Voice or Video Quality on Webex App

### Cisco Unified Attendant Console

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

### 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:

- Discovery Lab 1: Integrate and Set Up Cisco Unity Connection
- Discovery Lab 2: Configure Cisco Unity Connection Call Handlers
- Discovery Lab 3: Implement Toll Fraud Prevention
- Discovery Lab 4: Troubleshoot Cisco Unity Connection Call Handlers
- Discovery Lab 5: Troubleshoot Cisco Unity Connection
- Discovery Lab 6: Configure Cisco Unified Communications Manager IM and Presence High Availability
- Discovery Lab 7: Implement Cisco Jabber
- Discovery Lab 8: Configure Centralized Cisco Unified Communications Manager IM and Presence
- Discovery Lab 9: Configure Cisco Unified Communications Manager IM and Presence Service Functionality
- Discovery Lab 10: Enable Message Archiving and Chat Rooms
- Discovery Lab 11: Troubleshoot the Cisco Unified Communications IM and Presence Database Connection
- Discovery Lab 12: Integrate Cisco Unified Attendant Console Advanced
- Discovery Lab 13: Implement Cisco Unified Communications Manager Call Recording and Monitoring

## Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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