

## Implementing Automation for Cisco Collaboration Solutions

**Duration: 3 Days**    **Course Code: CLAU1**    **Version: 1.1**

### Overview:

The Implementing Automation for Cisco Collaboration Solutions (CLAU1) course teaches you how to implement Cisco® Collaboration automated, programmable solutions for voice, video, collaboration, and conferencing on-premises or in the cloud. Through a combination of lessons and hands-on labs, you will combine tools and processes to tackle communication challenges using key platforms including Cisco Unified Communications Manager, Cisco IP Phone Services, Cisco Unity® Connection, Cisco Finesse®, Cisco Collaboration Endpoints, Cisco Webex Teams™, and Cisco Webex® Meetings.

Learn how to use application programming interfaces (APIs) interfaces such as Representational State Transfer (REST) and Simple Object Access Protocol (SOAP), parsing data in Extensible Markup Language (XML) and JavaScript Object Notation (JSON) formats, and leverage frameworks such as Python.

### This course is worth 24 Continuing Education (CE) Credits

#### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

Network and software engineers interested in Cisco Collaboration and Webex automation.

### Objectives:

- **After completing this course you should be able to:**
- Examine API and automation capabilities and concepts for Cisco Unified Communication Manager
- Examine API and automation capabilities and concepts for Cisco Unity Connection
- Examine API and automation capabilities and concepts for Cisco Finesse
- Examine Experience API (xAPI) and automation capabilities and concepts for Cisco Collaboration endpoints
- Examine API and automation capabilities and concepts for Cisco Webex Teams
- Examine API and automation capabilities and concepts for Cisco Webex Meetings

### Prerequisites:

#### Attendees should meet the following prerequisites:

- Basic knowledge of Simple Object Access Protocol (SOAP) and REST APIs.
- Basic programming and scripting skills in Python.
- Intermediate knowledge in managing and configuring three or more of the following Cisco Collaboration offerings: Cisco Unified Communications Manager; Cisco IP Phones; Cisco Finesse; Cisco Webex Devices (Collaboration and Video Endpoints), and/or Webex Teams.
- CCNA - Implementing and Administering Cisco Solutions
- CLFNDU - Understanding Cisco Collaboration Foundations
- CLCOR - Implementing and Operating Cisco Collaboration Core Technologies
- CSAU - Introducing Automation for Cisco Solutions

### Testing and Certification

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

- **300-835** - Automating and Programming Cisco Collaboration Solutions (CLAUTO) exam.
- After you pass **300-835 CLAUTO**, you earn the **Cisco Certified DevNet Specialist - Collaboration Automation and Programmability** certification, and you satisfy the concentration exam requirements for the Cisco CCNP Collaboration Certification and the Cisco Certified DevNET Professional certification.

## Content:

### Automating Cisco Unified Communications Manager

- Cisco Unified Communications Manager:
  - AXL API Overview
  - Built-In AXL API Calls
  - SQL API Calls
- Computer Telephony Integration
- CDRs and Performance APIs
- Phone Services APIs

### Automating Cisco Unity Connection

- Cisco Unity Connection API Overview

### Automating Cisco Finesse

- Cisco Finesse APIs
- Cisco Finesse Gadgets

### Examining Cisco Collaboration Endpoint Automation

- Cisco xAPI Overview
- In-Room Control Editor Introduction
- Macro Introduction

### Examining Cisco Cloud Collaboration Automation

- Cisco Webex Administration API Overview
- Cisco Webex Teams Bots Overview
- Widgets Overview
- Cisco Webex Teams SDK

### Examining Cisco Conferencing Automation

- Cisco Webex Meetings API
- Cisco Meeting Server API

### Labs

- Discovery Lab 1: Configure the Initial Collaboration Lab Environment
- Discovery Lab 2: Verify Phone Details
- Discovery Lab 3: Configure Phone Line Label
- Discovery Lab 4: Configure User Pin
- Discovery Lab 5: Configure System Forward No Answer Timer
- Discovery Lab 6: Configure Route Plan Report
- Discovery Lab 7: Deploy Basic SQL Query
- Discovery Lab 8: Deploy Advanced SQL Query
- Discovery Lab 9: Configure an Alternate Extension in Cisco Unity Connection
- Discovery Lab 10: Configure Voicemail Pin
- Discovery Lab 11: Verify Cisco Finesse Agent Settings and Observe XMPP Messages
- Discovery Lab 12: Deploy Cisco Finesse Gadget
- Discovery Lab 13: Deploy Modify Call Via Video Codec Programmatically
- Discovery Lab 14: Configure System Name and Branding
- Discovery Lab 15: Deploy and Monitor Video Call
- Discovery Lab 16: Configure Custom Control Panel Using the In-Room Control Editor
- Discovery Lab 17: Deploy Macro Using the In-Room Control Editor
- Discovery Lab 18: Verify Cisco Webex Organization and License Information
- Discovery Lab 19: Configure New Cisco Webex Teams Room
- Discovery Lab 20: Deploy Cisco Webex Teams Interactive Bot
- Discovery Lab 21: Deploy Cisco Webex Teams Widget
- Discovery Lab 22: Configure Cisco Webex Meetings User
- Discovery Lab 23: Configure and Record Cisco Webex Meeting
- Discovery Lab 24: Verify Cisco Meeting Server System Status
- Discovery Lab 25: Configure Host Access on Cisco Meeting Server Spaces

## Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

[training@globalknowledge.qa](mailto:training@globalknowledge.qa)

[www.globalknowledge.com/en-qa/](http://www.globalknowledge.com/en-qa/)

Global Knowledge, Qatar Financial Center, Burj Doha, Level 21, P.O.Box 27110, West Bay, Doha, Qatar