Implementing Cisco Collaboration Applications (CLICA)

ID CLICA **Price** CHF 4,150.—(excl. VAT) **Duration** 5 days

Who should attend

- Collaboration engineers
- Collaboration administrators

This course is part of the following Certifications

Cisco Certified Network Professional Collaboration (CCNP COLLABORATION)

Prerequisites

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)
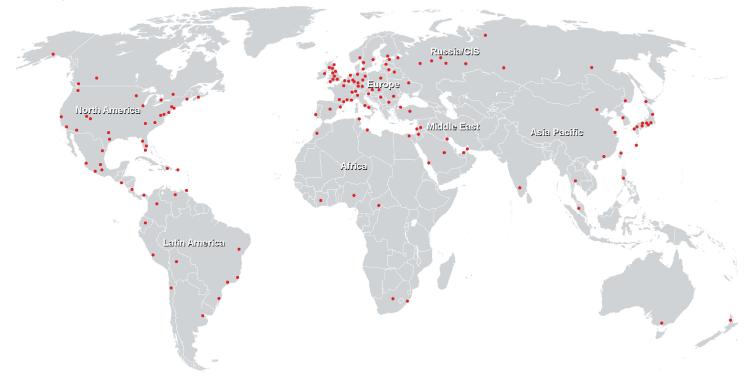- Understanding Cisco Collaboration Foundations (CLFNDU)

Course Objectives

- 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

Training Centres worldwide

Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, https://www.flane.ch