

CISCO CCNP COLLABORATION

Implementing Cisco Collaboration Applications (CLICA)

Our Learning Exclusive

- Custom exam prep software and materials
- Exam delivery in classroom with 98% success
- Course specific thinQtank® Learning publications to promote fun exciting learning
- Extended hours of training including immersive hands-on exercises
- WE DO NOT "TEACH THE TEST" We always deliver valuable hands-on experience
- Receive all reading material and study guides when you register
- All courses taught by CCIE expert instructors

Course Duration

- Four days of instructor-led learning
- 60% lecture, 40% hands-on labs

Prerequisites

- Working knowledge of computer networking, including LANs, WANs, switching, and routing
- Basic understanding of voice and video
- Basics of digital interfaces, PSTNs, and VoIP
- Fundamental knowledge of converged voice and data networks and Cisco Unified Communications Manager deployment

Target Audience

- Students preparing to take the CCNP Collaboration certification
- Network administrators
- Network engineers
- Systems engineers

Exam Information

- 300-815 – Implementing Cisco Collaboration Applications (CLICA)

Delivery Methods

- Instructor-Led Training
- Immersive Live-Online Training
- On-Site and Custom Delivery

Course Overview

thinQtank® Learning is offering a unique four-day training for Implementing Cisco Collaboration Applications (CLICA). As with all of our Cisco Training Experiences – exams are delivered in the classroom.

This course provides students the knowledge and skills to streamline communication protocol, strengthen compliance measures, and enhance your communication systems and devices with knowledge about 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 acquire the skills to maximize the agility of robust management systems.

Course Objectives

After taking this course, students 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

Exclusive Tools and Learning Package

- Comprehensive video training package
- Virtual builds of all labs and hand-on learning objectives so learners can continue their hands on experience after the completion of the course
- Industry unique training course to achieve multiple certifications in one training camp

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Course Topics

- 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

Labs and Demonstrations

- 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

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