



Implementing Cisco Collaboration Applications (CLICA)

Cisco

- **Nível:** Avançado
 - **Duração:** 35h
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Sobre o curso

The **Implementing Cisco Collaboration Applications (CLICA)** 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. Through a combination of lessons and hands-on training, you acquire the skills to maximize the agility of robust management systems.

This course will prepare you for **300-810 Implementing Cisco Collaboration Applications (CLICA)**. This course also helps you prepare to take the exam, Designing Cisco Enterprise Networks v1.0 (ENSLD 300-420), which is part of the CCNP® Enterprise and Cisco Certified Specialist – Enterprise Design certifications.

This course will help you:

- Acquire the knowledge to implement and troubleshoot voice mail and Interactive Voice Response (IVR) solutions using Cisco Unity Connections and Cisco Unity Express
- Gain hands-on experience enabling Single Sign-On (SSO) across Cisco Unified Communications solutions
- Acquire knowledge to prepare for the **300-810 CLICA** exam

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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Destinatários

Collaboration engineers and administrators involved in the design, implementation and troubleshooting of Cisco collaboration applications and administrators involved in the support and troubleshooting of Cisco Collaboration applications.

Pré-requisitos

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)
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Metodologia

Instructor-led training: 5 days in the classroom with hands-on lab practice.

Programa

- 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

Configuring and Troubleshooting Cisco Unity Connection Integration

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

Configuring and Troubleshooting 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

Troubleshooting Cisco Unity Connection

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

Configuring and Troubleshooting Cisco Unity Express

- Overview of Cisco Unity Express Integration
- Triggers

- MWI Notification
- Cisco Unity Express Trigger Troubleshooting
- MWI Notification Troubleshooting

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

- SSO Overview
- SSO Prerequisites
- SSO Components
- Trust Metadata File
- Identity Provider
- SAML Authentication
- OAuth
- Cisco Unified Communications Manager SSO Capabilities
- SSO for Collaboration Endpoints
- SSO and Collaboration Edge
- Session and Token Expiration Timers

Integrating Cisco Unified Communications Manager IM and Presence and Cisco Jabber

- 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 Interdomain Federation
- Cisco Jabber Deployment Options
- Cisco Jabber in Deskphone Control Mode
- Cisco Jabber in Softphone Mode
- Cisco Jabber Service Discovery Process

Customizing Cisco Unified Communications Manager IM and Presence and Cisco Jabber Functionality

- 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

Configuring Cisco Unified Communications Manager IM and Presence Service Compliance and Message Archiving

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

Troubleshooting Cisco Unified Communications Manager IM and Presence Service

- Cisco Unified Communications Manager IM and Presence System Troubleshooting Tools
- System Troubleshooter
- Cisco Unified Real-Time Monitoring Tool
- Presence Viewer
- Cisco Jabber Connection Status
- Apple Push Notifications Troubleshooting
- IM and Presence Service Multidomain Deployment Troubleshooting

Integrating Cisco Unified Attendant Console Advanced

- 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

Implementing 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:

- 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