

# Implementing Cisco Collaboration Applications (CLICA)

**ID CLICA** Price 3,595.— €(excl. tax) **Duration 5 days**

## Course Overview

The **Implementing Cisco Collaboration Applications (CLICA)** training teaches you the knowledge and skills to configure and troubleshoot Single Sign-On (SSO), Cisco Unity Connection and Cisco Unity Express, and Application clients. Topics covered include streamlining communication procedures, strengthening compliance measures, and enhancing communication systems and devices. This course also earns you 40 Continuing Education (CE) credits towards recertification.

## How You'll Benefit

This course will help you:

- Learn to implement and troubleshoot voice mail and Interactive Voice Response (IVR) solutions using Cisco Unity Connections and Cisco Unity Express
- Prepare for the 300-810 CLICA exam

## What to Expect in the Exam

The 300-810 CLICA exam certifies your knowledge and skills related to collaboration applications, including SSO, Cisco Unified IM and Presence, Cisco Unity Connection, Cisco Unity Express, and application clients.

After you pass 300-810 CLICA, you earn the Cisco Certified Specialist - Collaboration Applications Implementation certification, and you satisfy the concentration exam requirement for the CCNP® Collaboration certification.

## 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



### Detailed Course Outline

- Module 1: Cisco Unity Connection Integration
- Module 2: Cisco Unity Connection Call Handlers
- Module 3: Cisco Unity Connection Troubleshooting
- Module 4: SSO for Cisco Unified Communications Applications
- Module 5: Cisco IM and Presence and Cloud Messaging
- Module 6: Cisco IM and Presence and Jabber Customization
- Module 7: Cisco IM and Presence Compliance Message Archiving
- Module 8: Webex App Troubleshooting
- Module 9: Cisco Unified Attendant Console
- Module 10: Call Recording and Monitoring



# About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

## Fast Lane Services

- ✓ High End Technology Training
- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

## Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

## Technologies & Solutions

- ✓ Digital Transformation
- ✓ Artificial Intelligence
- ✓ Cloud
- ✓ Networking
- ✓ Cyber Security
- ✓ Wireless & Mobility
- ✓ Modern Workplace
- ✓ Data Center



**Worldwide Presence**  
with high-end training centers  
around the globe



**Multiple Awards**  
from vendors such as AWS,  
Microsoft, Cisco, Google, NetApp,  
VMware



**Experienced SMEs**  
with over 19.000 combined  
certifications

### Germany

**Fast Lane Institute for Knowledge  
Transfer GmbH**  
Tel. +49 40 25334610  
[info@flane.de](mailto:info@flane.de) / [www.flane.de](http://www.flane.de)

### Austria

**ITLS GmbH**  
(Partner of Fast Lane)  
Tel. +43 1 6000 8800  
[info@itls.at](mailto:info@itls.at) / [www.itls.at](http://www.itls.at)

### Switzerland

**Fast Lane Institute for Knowledge  
Transfer (Switzerland) AG**  
Tel. +41 44 8325080  
[info@flane.ch](mailto:info@flane.ch) / [www.flane.ch](http://www.flane.ch)