

CLICA - IMPLEMENTING CISCO COLLABORATION APPLICATIONS V1.2

Course Code: 100503

Gain the knowledge and skills to streamline communication protocols, strengthen compliance measures, and enhance your communication systems and devices using Cisco Unified IM & Presence, Cisco Unity Connection and Cisco Unity Express,

EXCLUSIVE TO GLOBAL KNOWLEDGE - Enhance your Cisco learning experience with complimentary access to our Introduction to Cybersecurity On-Demand course, course recordings, IT Resource Library, and digital courseware.

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The *CLICA - Implementing Cisco Collaboration Applications v1.2* course provides you with 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.

This course is eligible for 40 Continuing Education Credits (ILT & ELT Modality).

What You'll Learn

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 & Presence server
- Configure call recording and monitoring

Who Needs to Attend

- Network architect
- Network designer
- Network engineer
- Network manager
- Network administrator

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

CLICA - IMPLEMENTING CISCO COLLABORATION APPLICATIONS V1.2

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CLASSROOM LIVE

\$4,195 USD

5 Day

Classroom Live Outline

- 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

Classroom Live 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

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VIRTUAL CLASSROOM LIVE

\$4,195 USD

5 Day

Virtual Classroom Live Outline

- 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

Virtual Classroom Live 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

Jan 5 - 9, 2026 | 8:30 AM - 4:30 PM EST

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ON-DEMAND

\$1,000 USD

On-Demand Outline

- 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

On-Demand 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



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PRIVATE GROUP TRAINING

5 Day

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