



IT-CLICA - Implementing Cisco Collaboration Applications

Cisco - CCNP Collaboration - Networking

Durata:

5 Giorni

Lingue:

Italiano

Certificazione:

Cisco Certified Network Professional Collaboration

Descrizione del corso

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

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.

Programma

- Module 1: Cisco Unity Connection Integration
- Module 2: Cisco Unity Connection Call Handlers

ITCore Group

Via Balestra, 12
6900 Lugano (CH)
+41.091.9760019
www.itcoregroup.com

Via Lanino, 36
21047 Saronno (VA)
+39.02.84108669
www.itcoregroup.com

- 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

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