Implementing Cisco Collaboration Applications

Course code: CLICA

The Implementing Cisco Collaboration Applications (CLICA) v1.0 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.

Affiliate	Duration	Course price	ITB
Praha	5	59 000 Kč	0
Bratislava	5	2 690 €	0

The prices are without VAT.

Course terms

	Date	Duration	Course price	Type	Course language	Location
☀	20.07.2026	5	59 000 Kč	Presence	CZ/SK	ALEF NULA

The prices are without VAT.

Who is the course for

This course is designed primarily for professionals in the following job roles:
- Collaboration engineers
- Collaboration administrators

What we teach you

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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Required skills

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 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

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