Document Generated: 11/03/2026

Learning Style: On Demand

Technology: Cisco

Difficulty: Intermediate

Course Duration: 40 Hours

Implementing Cisco Collaboration Applications (CLICA) v1.0 - On Demand



About this course:

The Implementing Cisco Collaboration Applications (CLICA) v1.0 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 (IM&P), 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 couse helps you prepare for the Implementing Cisco Collaboration Applications (300-810 CLICA) exam.

Course Objective:

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&P are integrated with other Cisco or third-party applications
- Customize the Cisco Unified Communications Manager IM&P and Cisco Jabber functionality
- Configure and troubleshoot chat rooms and message archiving
- Troubleshoot Cisco Jabber and Cisco Unified Communications Manager IM&P
- Integrate Cisco Unified Attendant Console Advanced with Cisco Unified Communications Manager and Cisco Unified Communications Manager IM&P server
- Configure call recording and monitoring

Audience:

This course is designed primarily for network and software engineers who are interested in learning about automation and programmability and hold the following job roles:

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

Prerequisite:

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 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**

Credly Badge:



Display your Completion Badge And Get The Recognition You Deserve.

Add a completion and readiness badge to your Linkedin profile, Facebook page, or Twitter account to validate your professional and technical expertise. With badges issued and validated by Credly, you can:

- Let anyone verify your completion and achievement by clicking on the badge
- Display your hard work and validate your expertise
- Display each badge's details about specific skills you developed.

Badges are issued by QuickStart and verified through Credly.

Find Out More or See List Of Badges