



CISCO TRAINING

Implementing Cisco Collaboration Applications

Master Cisco Collaboration applications. Deploy and troubleshoot advanced voice, video, and messaging solutions for your enterprise.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

-
- Globally Recognized Certification
 - Expert-Led Hands-On Training
 - Flexible Scheduling

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COURSE OVERVIEW

This intermediate-level course, "Implementing Cisco Collaboration Applications," is meticulously designed to equip network engineers and unified communications administrators with the practical skills needed to deploy, configure, and maintain Cisco's sophisticated collaboration solutions. Participants will dive deep into the architecture and operational aspects of key Cisco collaboration platforms, learning to optimize communication workflows within modern enterprises. You will gain proficiency in managing complex call routing, enabling robust voicemail systems, and facilitating real-time presence and instant messaging services, all critical components for seamless team interaction. This training focuses on core technologies such as Cisco Unified Communications Manager (CUCM), Cisco Unity Connection (CUC), and Cisco Unified IM and Presence (CUIMP). Through hands-on exercises and real-world scenarios, you will master the intricacies of configuring endpoints, integrating various collaboration applications, and troubleshooting common issues to ensure high availability and performance. The course covers everything from initial setup and user provisioning to advanced features and system maintenance, providing a holistic understanding of the Cisco collaboration ecosystem. Upon completion, you will possess a strong command over implementing and managing Cisco collaboration applications, which directly translates to enhanced operational efficiency and improved communication infrastructure within your organization. This expertise is highly valued in the IT industry, paving the way for career advancement in specialized unified communications roles and significantly boosting your profile for relevant Cisco certifications.

Duration	2 hours
Level	Intermediate
Vendor	Cisco

COURSE CURRICULUM

01 Module 1: Introduction to Cisco Collaboration Architecture

- Overview of Cisco Collaboration Solutions and Portfolio
- Understanding Cisco Unified Communications Manager (CUCM) Architecture
- Key Collaboration Protocols: SIP, H.323, MGCP
- Basic Call Flow and Signaling Concepts

02 Module 2: Implementing Cisco Unified Communications Manager (CUCM) Features

- Device Registration and Phone Configuration
- User Management and End User Integration
- Call Routing Configuration: Partitions, Calling Search Spaces, Route Patterns
- Implementing Media Resources: Codecs, Conference Bridges, Transcoders

03 Module 3: Deploying Cisco Unity Connection (CUC)

- CUC Integration with Cisco Unified Communications Manager
- Voicemail Box Configuration and User Templates
- Call Handlers and Auto Attendant Design
- Implementing Speech Connect and Message Waiting Indicators (MWI)

04 Module 4: Implementing Cisco Unified IM and Presence (CUIMP)

- Cisco Unified IM and Presence Server Integration
- Cisco Jabber Client Deployment and Configuration
- Configuring Presence Federation and Instant Messaging
- Implementing Persistent Chat and Group Chat Features

05 Module 5: Integrating Cisco Collaboration Endpoints and Clients

- Cisco IP Phone Provisioning and Advanced Settings
- Cisco Jabber for Desktop and Mobile Configuration
- Integrating with Cisco Webex App for Unified Experience
- Softphone Configuration and Troubleshooting

06 Module 6: Collaboration Application Troubleshooting and Maintenance

- Troubleshooting Call Routing and Signaling Issues
- Cisco Unity Connection Diagnostics and Log Analysis
- IM and Presence Logging, Monitoring, and Reporting
- Common Collaboration Application Errors and Resolution
- Backup, Restore, and Disaster Recovery Strategies for Collaboration

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Cisco Collaboration Engineer**
- > **Unified Communications Administrator**
- > **VoIP Network Specialist**

FREQUENTLY ASKED QUESTIONS

Q: What specific skills will I gain that are immediately applicable to my job role after completing this "Implementing Cisco Collaboration Applications" course?

Upon completion, you will gain hands-on expertise in configuring advanced call routing within Cisco Unified Communications Manager, deploying comprehensive voicemail services with Cisco Unity Connection, and enabling real-time presence and instant messaging using Cisco Unified IM and Presence. You'll be adept at integrating various endpoints and clients like Cisco Jabber and Webex, and proficient in troubleshooting common collaboration application issues, making you an invaluable asset in managing and optimizing your organization's communication infrastructure.

Q: What are the recommended prerequisites or prior knowledge needed before enrolling in this intermediate-level "Implementing Cisco Collaboration Applications" course?

While there are no strict official prerequisites, it is highly recommended that participants possess a foundational understanding of networking concepts, including TCP/IP, routing, and switching. Basic knowledge of Cisco Unified Communications Manager (CUCM) administration and familiarity with Voice over IP (VoIP) principles would also be significantly beneficial to fully grasp the concepts and practical implementations covered in this intermediate-level course.

Q: How does this "Implementing Cisco Collaboration Applications" course prepare me for specific Cisco Collaboration certifications, and which ones?

This course is specifically designed to align with the objectives of the Cisco Collaboration Applications (CLICA) exam, which is a concentration exam within the Cisco CCNP Collaboration certification track. Mastering the practical skills and theoretical knowledge taught here will significantly enhance your preparation for this exam, bringing you closer to achieving your CCNP Collaboration certification and validating your expertise in implementing Cisco collaboration solutions.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

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READY TO ENROL?

Take the next step in your technology career.

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