



Implementing Cisco Collaboration Applications v1.1 (300-810)

Exam Description: Implementing Cisco Collaboration Applications v1.1 (CLICA 300-810) is a 90-minute exam associated with the CCNP Collaboration Certification. This exam certifies a candidate's knowledge of collaboration applications, including single sign-on, Cisco Unified IM and Presence, Cisco Unity Connection, Cisco Unity Express, and application clients. The course, Implementing Cisco Collaboration Applications, helps candidates to prepare for this exam.

The following topics are general guidelines for the content likely to be included on the exam. However, other related topics may also appear on any specific delivery of the exam. To better reflect the contents of the exam and for clarity purposes, the guidelines below may change at any time without notice.

- 15%** **1.0** **Single Sign-On (SSO) for Collaboration Applications**
 - 1.1 Describe these types of SSO as they relate to Collaboration
 - 1.1.a Integrated Windows AD
 - 1.1.b Kerberos
 - 1.1.c Two-factor authentication (2FA)
 - 1.1.d Third-party IdP
 - 1.2 Describe the SAML SSO login process flow in the context of Cisco Collaboration solutions
 - 1.3 Describe these components of SAML 2.0 and later
 - 1.3.a Assertion
 - 1.3.b Protocol
 - 1.3.c Binding
 - 1.3.d Profiles
 - 1.4 Describe SAML SSO configuration
 - 1.5 Describe OAuth 2.0
- 30%** **2.0** **Cisco Unified IM and Presence and Cloud Messaging**
 - 2.1 Configure Cisco Unified IM and Presence on premises
 - 2.1.a High availability
 - 2.1.b Calendar integration
 - 2.1.c Apple Push Notification Service
 - 2.1.d Persistent chat
 - 2.1.e Federation configuration (XMPP and SIP)
 - 2.1.f Centralized Cisco Unified IM and Presence
 - 2.1.g Hybrid Message Service
 - 2.2 Troubleshoot Cisco Unified IM and Presence on-premises
 - 2.2.a XMPP

- 2.2.b High availability
- 2.2.c Calendar integration
- 2.2.d Apple Push Notification Service
- 2.2.e Persistent chat
- 2.2.f Federation configuration (XMPP and SIP)
- 2.2.g Message Archiver Service

30% **3.0**

Cisco Unity Connection

- 3.1 Configure these in Cisco Unity Connection
 - 3.1.a Call handlers
 - 3.1.b Voicemail transfers and greetings
 - 3.1.c Routing rules
 - 3.1.d Distribution lists
 - 3.1.e LDAP integration

- 3.2 Troubleshoot these in Cisco Unity Connection
 - 3.2.a Call handlers
 - 3.2.b Voicemail transfers and greetings
 - 3.2.c AutoAttendant
 - 3.2.d Routing rules
 - 3.2.e MWI

- 3.3 Implement toll fraud prevention

- 3.4 Troubleshoot Cisco Unity Connection integration options with Cisco UCM

- 3.5 Describe digital networking in multicluster deployments in Cisco Unity Connection

25% **4.0**

Application Clients

- 4.1 Configure DNS for service discovery
- 4.2 Troubleshoot service discovery
- 4.3 Troubleshoot Cisco Jabber and Webex App phone control
- 4.4 Troubleshoot Cisco Jabber and Webex App voicemail integration
- 4.5 Troubleshoot certificate validation
- 4.6 Describe the Cisco Unified Attendant Console Advanced integration
- 4.7 Troubleshoot Webex App functions
 - 4.7.a Login process
 - 4.7.b Call signaling
 - 4.7.c Voice/video quality