
Configuring and Administering Cisco WEBEX Calling (WEBEX- CALL)

***WHERE GREAT TRAINING
HAPPENS EVERYDAY!***

Configuring and Administering Cisco WEBEX Calling (WEBEX-CALL)

Course Duration

5 days
(with extended hours)
8 to 4:30

Course Price

\$4,495.00
45 CLCs

Methods of Delivery

In-Person ILT
Virtual ILT
Onsite ILT

About this Class

This is a 5-day WebEx Conferencing (Calling) instructor-led course where students will learn how to Provision, Manage, Monitor, and Troubleshoot Cisco WebEx Calling. Students will learn to integrate Configure and Manage Webex, Calling and Meetings. Student will learn how to setup and Manage Webex Control Hub, Configure Directory Services and Single Sign-on, deploy Webex Devices. Manage Webex Calling Features. Integrate Webex Calling with Microsoft Teams. Student will also learn how to monitor and troubleshoot the WebEx Environment. Student will learn how to use Control Hub to configure the WebEx App and Conferencing Devices.



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How you will benefit

This class will help you:

- Learn how to Setup and Manage a Webex Solution
- Manage the Webex Calling Environment

Why Attend with Current Technologies CLC

- Our Instructors are the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The job roles best suited to the material in this course are:

- Network Administrator
- Meeting Administrators
- Collaboration Administrators
- Network Engineer
- Voice / UC / Collaboration / Communications Engineers
- Collaboration Sales / Systems Engineers

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Objectives

After taking this course, you should be able to:

- Student will learn how to Provision and Manage the WebEx Control Hub
- Student will learn how to register and manage On-Premise Device in Control Hub
- Students will also learn how to Manage, Monitor, and Troubleshoot WebEx Meetings
- Students will also learn how to Manage, Monitor, and Troubleshoot WebEx Calling
- Deploy Connected UC Call Service for WebEx Users and WebEx Video Devices
- Students will learn how to Integrate Edge Audio to Integrate Audio
- Students will learn how to Configure the Cisco Directory Connector and Synchronize Active Directory Users

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Course Outline

Module 1: WebEx Overview

- Lesson 1: Webex Product Overview
- Lesson 2: Webex Calling Overview
- Lesson 3: Webex Meeting Overview
- Lesson 4: Webex Hybrid Services and Integrations
- Lesson 5: Webex Messaging Overview
- Lesson 6: Webex Control Hub Monitoring Overview

Module 2: Webex Calling Overview

- Lesson 1: Webex Calling Overview
- Lesson 2: Webex Calling Differentiators
- Lesson 3: Webex Calling Dedicated Instance
- Lesson 4: Hybrid Webex Calling Use Cases

Module 3: Network Planning, Network Assessment, and Security

- Lesson 1: Webex Administration Client Requirements
- Lesson 2: Network Requirements
- Lesson 3: Network Assessment for Webex
- Lesson 4: Webex Calling Ports and Protocols
- Lesson 5: Private Network Connect to Webex Calling
- Lesson 6: Webex Calling Migration Considerations

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Course Outline

Module 4: Webex Phones, Devices, and Accessories for Webex Calling

- Lesson 1: Webex Calling Devices Overview
- Lesson 2: Webex Calling Phones
- Lesson 3: Webex Calling DECT Phones
- Lesson 4: Webex App Calling Features
- Lesson 5: Webex Calling Wireless Phones
- Lesson 6: Webex Calling Conference Phones
- Lesson 7: Webex Calling Mobile Clients
- Lesson 8: Webex Calling Devices
- Lesson 9: Webex Calling Headsets
- Lesson 10: Webex Calling ATA Devices

Module 5: Adding Phones and Devices

- Lesson 1: Adding a Phone Assigned to a User
- Lesson 2: Adding a Personal Device
- Lesson 3: Adding a Common Area Phone
- Lesson 4: Adding a Shared Device

Module 6: WebEx Calling Migration

- Lesson 1: Webex Calling / CUCMC Migration Concepts
- Lesson 2: Webex Calling Migration
- Lesson 3: Webex Calling Phone Migration
- Lesson 4: Webex Calling Migration Tools

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Course Outline

Module 7: Webex Control Hub Administration

- Lesson 1: Control Hub Overview
- Lesson 2: Organization Settings and Templates for Webex
- Lesson 3: Licensing
- Lesson 4: Adding Users
- Lesson 5: Webex Groups
- Lesson 6: Webex Locations
- Lesson 7: Webex Templates
- Lesson 8: Webex Apps and Integrations
- Lesson 9: Configuring Users for Calling
- Lesson 10: Administration Panels
- Lesson 11: Headset Management in Control Hub

Module 8: Webex Directory Synchronization, Azure AD Integration into Webex, and Single Sign-On

- Lesson 1: User Provisioning
- Lesson 2: Directory Connector Provisioning
- Lesson 3: System for Cross-domain Identity Management (SCIM)
- Lesson 4: Integrate Azure AD with Webex
- Lesson 5: Single Sign-On with ADFS
- Lesson 6: OpenID Connect and PKCE

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Module 9: WebEx User Portal

- Lesson 1: Webex User Portal
- Lesson 2: Webex Calling Portal

Module 10: Configuring Webex Calling Settings and Features

- Lesson 1: Feature Overview
- Lesson 2: Webex Calling- Service Settings
- Lesson 3: Webex Calling - Client Settings
- Lesson 4: Auto Attendant
- Lesson 5: Call Park Extension & Call Park Group
- Lesson 6: Call Pickup
- Lesson 7: Call Queues
- Lesson 8: DECT Network
- Lesson 9: Hunt Groups
- Lesson 10: Single Number Reach
- Lesson 11: Paging Groups
- Lesson 12: Receptionist Client
- Lesson 13: Hoteling
- Lesson 14: Hotdesking
- Lesson 15: Virtual Extensions

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Cont. Module 10

- Lesson 16: Virtual Lines
- Lesson 17: Shared Line
- Lesson 18: Voicemail Group
- Lesson 19: Announcement Files
- Lesson 20: Executive Assistant
- Lesson 21: Other Call Features

Module 11: WebEx Group Call Management

- Lesson 1: Webex Group Call Management Overview
- Lesson 2: Webex Group Call Management Features
- Lesson 3: Group Call Management Configuration
- Lesson 4: Agents and Supervisor Experience

Module 12: WebEx Calling Recording

- Lesson 1: Call Recording Options for Webex Calling
- Lesson 2: Call Recording with Dubber
- Lesson 3: Call Recording Configuration
- Lesson 4: Call Recording with Imagicle

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Module 13: Webex Calling PSTN

- Lesson 1: PSTN Gateway Options and Overview
- Lesson 2: Cisco Provided PSTN
- Lesson 3: Call Routing with Cloud Connect for Webex Calling (formerly Cloud Connected PSTN) Architecture
- Lesson 4: Premises-Based PSTN - Architecture
- Lesson 5: CUBE Premises-based Architecture
- Lesson 6: Premise-based Cube Registration Based
- Lesson 7: Multiple Registration-based Gateway on a Single CUBE
- Lesson 8: Certificate-based Premises-based PSTN
- Lesson 9: Configuring a Certificate-based PSTN
- Lesson 10: CUBE Configuration Platform Configuration and Certificates
- Lesson 11: CUBE Certificates Configuration
- Lesson 12: CUBE Trunk Enablement Configuration
- Lesson 13: CUBE Call Routing Configuration
- Lesson 14: CUBE High Availability
- Lesson 15: Managing Gateways from the Webex Control Hub
- Lesson 16: Enroll the Gateway in the Control Hub
- Lesson 17: Validate Registration-based LGW Configuration through Control Hub
- Lesson 18: Private Network Connect

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Module 14: Webex Calling Trunks, Route Group Dial Plans

- Lesson 1: Webex Calling Routing Overview
- Lesson 2: Webex Calling Locations
- Lesson 3: Dial Plans
- Lesson 4: Route Groups, Trunks, and Dial Plans
- Lesson 5: Webex Calling Routing Flows
- Lesson 6: Webex Calling Caller Identity
- Lesson 7: Interworking Webex Calling and Unified CM On-Premise
- Lesson 8: Call Routing with Premises-based PSTN
- Lesson 9: Dial Plan
- Lesson 10: PSTN Migration
- Lesson 11: Survivability
- Lesson 12: ICE: Media Path Optimization
- Lesson 13: PSTN for Room Video Systems

Module 15: Webex Calling Site Survivability

- Lesson 1: PSTN / Gateway Troubleshooting Overview
- Lesson 2: Troubleshooting Call Routing
- Lesson 3: Troubleshooting PSTN Calling
- Lesson 4: Troubleshooting Case Study

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Module 16: Webex Calling Site Survivability

- Lesson 1: Site Survivability Solution Overview
- Lesson 2: Webex App and Endpoint Changes
- Lesson 3: Call Forward Unreachable Setting
- Lesson 4: Emergency Calling
- Lesson 5: Survivability Call Flows
- Lesson 6: Deployment Workflow
- Lesson 7: Managing Gateways from the Webex Control Hub
- Lesson 8: Add a New Gateway Instance in Control Hub
- Lesson 9: Enroll the Gateway in the Control Hub
- Lesson 10: Assign Survivability Service to the Gateway from within the Control Hub
- Lesson 11: Platform Licenses
- Lesson 12: Certificates
- Lesson 13: Common Global Configuration
- Lesson 14: Data Sync and Updated CLI
- Lesson 15: Debugs
- Lesson 16: Show Commands
- Lesson 17: Limitations and Restrictions
- Lesson 18: Testing Survivability
- Lesson 19: Colocation of Unified-SRST with Webex-SGW

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Module 17: Webex Calling E911 Emergency Call Handling

- Lesson 1: Emergency Calling Overview
- Lesson 2: Setup E911 Account
- Lesson 3: RedSky Configuration
- Lesson 4: Webex Calling E911 Configuration
- Lesson 5: Enhanced E911 Phone Tracking

Module 18: Webex Calling Integration with Microsoft

- Lesson 1: Microsoft Calling Overview
- Lesson 2: Microsoft Direct Routing with CUBE
- Lesson 3: Webex Calling for Microsoft Teams
- Lesson 4: Webex Calling for Microsoft Teams Configuration

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Course Outline

Module 19: Monitoring, Analytics, and Troubleshooting with Webex Control Hub

- Lesson 1: Webex Calling Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3: Webex Calling Alerts and Webhooks
- Lesson 4: Webex Analytics > Dashboards
- Lesson 5: Webex Analytics > Calling
- Lesson 6: Webex Analytics - Calling Media Quality
- Lesson 7: Webex Analytics - Calling Detailed Call History
- Lesson 8: Webex Analytics - Call Queue Stats
- Lesson 9: Webex Analytics - Call Queue Agent Stats
- Lesson 10: Webex Analytics - Live Queue Stats
- Lesson 11: Webex Analytics - Calling Auto-Attendant
- Lesson 12: Webex Analytics - Devices - Headsets
- Lesson 13: Webex Troubleshooting
- Lesson 14: Webex Calling Reporting
- Lesson 15: Phone Logs and Problem Reports

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Module 20: Webex Calling Troubleshooting

- Lesson 1: Webex Calling Troubleshooting Overview and Tools
- Lesson 2: Understanding SIP Protocol
- Lesson 3: Diagnosing Switch Issues
- Lesson 4: Troubleshooting Device Registration
- Lesson 5: Troubleshooting Phone and Soft Client Issues
- Lesson 6: Troubleshooting Media Quality
- Lesson 7: Troubleshooting Webex Authentication
- Lesson 8: Troubleshooting User Onboarding and Provisioning

Module 21: Webex Calling API Overview

- Lesson 1: Webex API Basics
- Lesson 2: Webex Calling API
- Lesson 3: Webex Calling AI

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Lab Outline

Lab 1: Initial Cisco WebEx Control Hub Organization Configuration

Lab 2: Webex Calling - Initial Setup

Lab 3: Assessing the Network Environment

Lab 4: Configure and License IP Phones and Webex App

Lab 5: Migrate IP Phone from Enterprise to MPP

Lab 6: Configure Webex Calling for Room Devices

Lab 7: Configure Control Hub for Calling

Lab 8: Configure Locations and Numbers

Lab 9: Configure Webex Calling Settings

- Service Settings
- Client Settings

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Lab Outline Cont.

Lab 10: Configure Webex Calling Phone Features

- Auto Attendant
- Call Park Extension
- Call Park Group
- Call Pickup
- Single Number Reach
- Paging Group
- Receptionist Client
- Virtual Extension
- Voicemail Group
- Announcement File

Lab 11: Webex Group Call Management

- Auto Attendant
- Call Queue
- Hunt Group
- Audio Files
- Agent Settings
- Supervisor Settings

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Lab Outline Cont.

Lab 12: Configuring Call Recording

Lab 13: Configuring Premise Based PSTN

- Deploy PSTN Gateway
- Trunk
- Route Group
- Dial Plans
- Verify Call Routing
- Zone

Lab 14: Using Analytics to Troubleshoot Webex Calls

Lab 15: Troubleshooting Webex Calling Call Flows, Authentication, and Device Registration

Lab 16: Using APIs in Webex Calling