Current Technologies
Computer Learning Centers

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Administering and Troubleshooting Webex Hybrid Services and APIs (ADVANCED CLOUD-CONFT)

WHERE GREAT TRAINING HAPPENS EVERYDAY!

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+1 (219) 764-3800

6210 Central Ave, Portage IN

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Course Duration

5 Days

Course Price

$4795.00
45 CLCs

Methods of Delivery

In-Person ILT
Virtual ILT
Onsite ILT

About this Class

This five-day, instructor-led, hands-on course is aimed at IT professionals eager to learn the advanced functionalities and hybrid services of Webex for applications. The curriculum is designed to convey deep insights into provisioning, administration, monitoring, and problem-solving for Cisco Webex integrations and Hybrid Services within frameworks. It delves into integrating services such as Directory Services, Edge Audio, Edge Connect, Edge Mesh, Hybrid Security, and Single Sign-On with current infrastructures. Moreover, the course comprehensively covers topics ranging from the configuration of the Webex Control Hub to the integration of third-party applications, preparing participants to adeptly manage an advanced Webex setup.

Participants will also explore how integrating with Microsoft Teams room systems enhances cross-platform collaboration and how stringent security protocols ensure adherence to industry regulations. Features like Webex Connect provide virtual collaboration spaces for teams while ensuring compliance with standards, and the Webex API allows for the integration of bespoke applications. The course also highlights how artificial intelligence and machine learning technologies improve the user experience through smart features and automation. Additionally, it teaches advanced troubleshooting techniques for addressing technical issues and enhancing system performance.

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How you will benefit

- Learn how to optimize the management of CCE solutions for proactive management of contact center tasks
- Manage the effects of using CCE solutions for scalability and interaction between the solution components for centralized application management

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 primary audience for this course is as follows:

- Network Engineers
- System Administrators
- Telecommunications Specialists
- IT Professionals
- Technical Support Staff

Prerequisites

The knowledge and skills you are recommended to have before attending this training are:

- CLOUD-CONFT

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Objectives

After taking this course,

- Get a solid foundation in Webex's core functionalities and its significance in facilitating digital communication and collaboration, particularly within sectors
- Get detailed information on WebEx Phones, Devices, and Accessories for WebEx Calling
- Students learn the variety of WebEx-compatible phones, including desk, conference, and wireless phones, learners will discover the specific features and benefits that each type offers to meet different organizational needs
- Participants will learn to configure Directory Synchronization and Single Sign-On (SSO) functionalities within the Webex ecosystem
- Students will learn to integrate Azure Active Directory (Azure AD) with Webex
- Learn a technical setup and configuration required to implement Hybrid Call Service
- Students will learn about the benefits of this hybrid approach
- Students will learn about the significance of Edge Connect in providing a direct path from their network to Webex services,

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Course Outline

Module 0: Introductions

Module 1: Configure Webex Control Hub
- Webex Overview
- Webex Meeting Overview
- Webex Hybrid Services Overview
- Webex Messaging and Calling Overview

Module 2: Network Planning, and Network Assessment

- Webex Administration Client Requirements
- Network Requirements
- Network Assessment for Webex
- Hybrid Work Readiness Assessment

Module 3: Webex Control Hub

- Control Hub Overview
- Organization Settings
- Adding Users
- Adding Devices
- Adding Workspaces
- Administration Panels
- User Portal

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Course Outline

Module 4: Webex Room Systems, Device, and Clients

- Webex Portfolio and Features
- Webex Desk Series
- Webex Room Kits
- Webex Room Devices
- Webex Board Pro
- Webex Room Navigator
- SX / DX Devices
- Webex Room OS 11
- Webex Device States
- Webex Calling Devices
- Webex Meeting App
- Webex App
- Webex Web Interface
- Webex Mobile Clients
- Device Use Cases

Module 5: Webex Meetings

- Webex Meeting Platform
- Webex Experience and Features
- Cisco Webex Layouts and Screen
- Schedule and Starting Meetings
- Cisco Webex Events
- Webex Meeting Site Administration
- Webex Meeting Templates

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Course Outline

Module 6: Webex Hybrid Calendaring Services

- Hybrid Calendar Services
- Calendar Services
- Expressway C Settings
- Manage Certificates
- Configure Connector Management

Module 7: Webex Calling

- Webex Calling Overview
- Webex Calling Architectures
- Webex Calling Configuration
- Webex Calling Features
- Webex Calling Service Settings
- Webex Calling Client Settings
- Webex Calling Provisioning
- Webex Calling Migration
- Webex Calling, U.S. Emergency Call Handling

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

- Directory Synchronization
- Integrate O365 with Webex
- Single Sign-On with Azure
- Single Sign-On with ADFS

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Module 9: Webex Edge

- Introduction to Webex Edge for Devices
- Webex Edge Device Connector
- Registering Multiple Devices to the Cloud
- Cloud Features for On-Premises Devices
- Hybrid Calling for Webex Devices: Configuration
- Device Configuration
- Bulk Configuration

Module 10: Webex Hybrid Calendaring Services

- Hybrid Calendar Overview
- Hybrid Calendar Scheduling
- Deploying Hybrid Calendaring
- Expressway C Configuration for Hybrid Calendar

Module 11: Configuring Webex Services Video Mesh

- Video Mesh Overview
- Video Mesh Deployment
- Webex Video Mesh Node Discovery
- Mesh Node - Call Control Integrations
- Mesh Node - Distributed Architecture

Module 12: Webex Hybrid Calling

- Hybrid Calling Overview
- Hybrid Calling Scenario
- Hybrid Calling Configuration

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Course Outline

Module 13: Microsoft Teams Integration

- Video Integration with Microsoft Teams (VIMT) Overview
- Cloud Video Interop (CVI) enabled vs Direct Guest Join (WebRTC)
- Cisco Webex Video Integration for Microsoft Teams (VIMT) Architecture
- WebRTC Architecture
- Deploying Video Integration with Microsoft Teams

Module 14: Webex Services Security

- Introduction - Webex Cloud Security
- Security - Visibility and Firewalls
- Hybrid Data Security
- Custom Security Settings

Module 15: Webex Edge Audio

- Edge Audio Overview
- Edge Audio Configuration
- Unified Communications Manager Configuration
- Expressway Configuration
- Control Hub Configuration

Module 16: Webex Services - Compliance

- Compliance Overview
- Webex Compliance APIs
- Webex Control Hub Compliance Configuration

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Course Outline

Module 17: Monitoring, Analytics, and Troubleshooting

- Webex Monitoring, Analytics, and Troubleshooting Overview
- Webex Sites Status
- Webex Meetings Analytics > Engagement
- Webex Meetings Analytics > Participants
- Webex Meetings Analytics > VoIP Quality
- Webex Meetings Analytics > Video Quality
- Webex Meetings Analytics > Join Meeting Time
- Webex Meetings Analytics > Audio
- Webex Analytics > Messaging
- Webex Analytics > Calling
- Webex Analytics > Devices
- Webex Analytics > Video Mesh
- Webex Troubleshooting
- Webex Reporting

Module 18: Webex Integration with Slack

- Slack / Webex Integration Overview

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Course Outline

Module 19: Webex Integration with Slido

- Slido Overview
- Slido Deployment
- User Experience and Workflow
- Data Management
- Integration Tools

Module 20: Webex APIs, Integrations and Macros

- Webex APIs
- Integrations
- Device Programmability and Macros

Module 21: Digital Signage

- Webex Digital Signage
- Digital Signage Configuration using Cisco Webex Control Hub
- Appspace