



6210 Central Ave, Portage, IN. 46368 Phone: 219.764.3800 Fax: 219.764.3805 Web: <http://www.ctclc.com>



Configuring and Administering Cisco WEBEX (Meetings, Calling, and Messaging) in the Cisco WebEx (CLOUD-CONF-CT)

This is a five-day WebEx Conferencing (Meeting/Calling/Messaging) instructor-led course where students will learn how to Provision, Manage, Monitor, and Troubleshoot Cisco WebEx Meetings, Calling, and Messaging. Students will learn to integrate Office 365, Edge Audio, Directory Services, Single Sign-on, Hybrid Mesh Nodes, Hybrid Calendaring, and Hybrid Security with their existing Infrastructure. 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.

How you'll benefit

This class will help you:

- Learn how to optimize management of CCE solutions for proactive management of contact centers 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 Administrator
- Meeting Administrators
- Collaboration Administrators
- Network Engineer
- Voice / UC / Collaboration / Communications Engineers
- Collaboration Sales / Systems Engineers

Course Duration

5 days

Course Price

\$4,795.00

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

Course Objectives

- 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
- Students will also learn how to Manage, Monitor, and Troubleshoot WebEx Messaging
- 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 Integrate Hybrid Calendaring with Microsoft Exchange, Office 365, or Google Calendar
- Students will learn how to Configure the Hybrid Video Mesh Nodes for Cloud Conferencing
- Students will learn how to Configure the Cisco Directory Connector and Synchronize Active Directory Users
- Students will learn how to Integrate Cisco WebEx Hybrid Data Security
- Students will learn how to Integrate Cisco WebEx Hybrid Message Service to Integrate your existing Jabber and IM&P Infrastructure

Course Outline

Module 0: Introductions

Module 1: Configure WebEx Control Hub (REVIEW)

- Network Assessment and Provisioning
- Cisco WebEx Control Hub Overview
- Cisco WebEx Control Hub Pro Pack
- Managing Cisco WebEx Meeting Sites with Control Hub
- Managing Cisco WebEx Meeting Sites using Legacy Interface
- Managing Organizational Settings
 - Virtual Backgrounds
- Integrating Cisco WebEx with Active Directory
- Managing User and Groups
- Licensing
 - Group Based
 - Organizational Based
- Managing Workspaces
 - Workspaces
 - Locations
 - Settings
- WebEx Cloud Devices
 - Supported Devices
 - Settings
 - Alerts
 - Software Management and Updates

- WebEx Apps
 - Shortcuts
 - Bots and Integrations
 - Embedded Apps
 - Assistant Skills
- Integrating Slido with WebEx
- Configuring Cisco Expressway Integration
- Checking the WebEx Health
- Integrating Cisco Unified Communications Manager (UCM) With WebEx
- Integrating Cisco Jabber with WebEx
- Registering Cisco Phones using WebEx
- Registering WebEx Boards
- Managing User and Assigned Features
- Monitoring Webex Using Analytics
 - Meetings, Messaging, and Calling
 - Devices
 - Video Mesh
- Troubleshooting WebEx Environment
 - Meetings
 - Live Meetings
 - Viewing Meeting Status
 - Admin Audit Log
 - View logs

Module 2: WebEx Meetings

- Configuring WebEx Meeting Sites
- Supported Room Systems
- Bandwidth Requirements
- WebEx Meetings Site Management
 - Site Options
 - Event Center
 - Recordings
 - Webex Training
 - Webex Event Center
- WebEx Meetings Settings
- WebEx Meeting App
- WebEx App
 - Meeting Settings
 - Schedule Meetings
 - Start meetings using app
 - Join Meetings
- WebEx Browser Interface
 - Schedule Meetings

- Start meetings using app
- Join Meetings
- Zero Touch Meetings
- Scheduling a Meeting with Invites
- Join a Meeting from a Cloud Registered Endpoint
- Join a Meeting using WebEx App
- Join a Meeting using a WebEx Board
- Join a Meeting from an On-Premise TelePresence Endpoint
- Join a Meeting from Jabber
- Join a Meeting from a Non Cisco Endpoint
- Join a Meeting from a Cisco Phone
- Using a Video Mesh for Internal Conference Participants
- Share Content from a Laptop on Your Room Device
- Video Layouts
- Screen Sharing
- White Boarding

Module 3: Cloud Connected UC

- WebEx Cloud-Connected UC Overview
- Set Up Cisco WebEx Cloud-Connected UC for On-Premises Devices
- WebEx Cloud-Connected UC Agent Files
- Assign Clusters to WebEx Cloud-Connected
- Cluster Information and Service Management Setting
- Cluster Analytics

Module 4: WebEx Calling

- WebEx Calling Overview
- Cisco WebEx Control Hub Organization Verification
- Control Hub Timeout
- WebEx Calling - Initial Setup
- Adding a Telephone Number and Assigning to a Location
- Enabling Users for WebEx Calling and License Assignment
- Device Overrides - Device Configuration from Control Hub
- Configuring a Multiplatform Phone
- Configure WebEx Calling for Room Devices
- Call Recording
- Using WebEx App for Calling
- Configuring Calling Features
- Customer - Level Settings
- Calling Features
 - Configuring Call Queues / Call Park Extensions and Call Park Group
 - Configuring Hunt Group / Auto Attendant

- Configuring Virtual Extension
- Configuring Receptionist Clients
- Signing into Calling User Portal
- Testing Calling Features
- Testing Auto Attendant, Hunt Group, and Call Queue
- Testing Call Park
- Configuring WebEx Calling Internal Dialplans
- Configuring CUBE High Availability (HA)
- Deploying Local Gateway for PSTN Calling
- Configuring SIP Profile
- Local Gateway Testing

Module 5: WebEx Messaging

- WebEx App
 - Network Test
 - Provisioning WebEx Client Features
 - Provisioning iPads
 - Provisioning iPhones
 - Provision Android Phones
 - WebEx Messaging
- Managing Teams
 - Creating Teams
 - Adding People to the Teams / Spaces
- Managing Messaging
 - Message Licenses
 - Creating Space with an Individual
 - Creating Group Spaces
 - Adding People to the Spaces
 - @Mentions
 - Presentations
 - White Boarding / Annotation
 - Sharing Files
 - Change Your Status
 - Creating Messages
 - Formatting Messages
 - Manage Notifications in Spaces
 - Flagging a Person in a Message
 - Make Someone a Moderator on a Team
 - Remove Someone from a Space
 - Lock Space
 - Share Files
 - Delete a Space
 - Find People, Spaces, Messages, and Files

- Flag Important Messages
- Filter Your Spaces and Content
- Delete Messages and Files
- Leave a Space
- Archive a Team

Module 6: WebEx Services Overview

- Hybrid Services Overview
- Hybrid Architecture
- Hybrid Calendar Integration
- Hybrid Directory Connector
- WebEx Edge Video Mesh
- Hybrid Edge Audio
- Hybrid Data Security Service

Module 7: WebEx Directory Connector

- Directory Connector Overview
- Directory Connector Requirements
- Enterprise Directory
- Install Directory Connector
- Multiple Domain Requirements
- Configuring Directory Synchronization
- Directory Connector Dashboard
- Configuring Single Sign-On
- Troubleshooting the Directory Connector

Module 8: WebEx Hybrid Calendaring Services

- Overview of Hybrid Calendar Service
- Configuring Hybrid Calendar Service for Microsoft Exchange
- Configuring Hybrid Calendar Service with Office 365
- Configuring Hybrid Calendar Service for a Hybrid Exchange Environment
- Configuring Hybrid Calendar with Google Calendar
- Configuring Conferences using the Calendar Service
- Scheduling Meetings with the WebEx App
- Scheduling Meetings with the Outlook
- Troubleshoot Cisco Calendar Service

Module 9: WebEx Edge for Devices

- WebEx Edge for Device Overview
- Device Configurations for Devices on WebEx Edge
- Installing WebEx Device Connector Tool
- Configure WebEx Device Connector Tool
- Configure Cloud Features

- Hybrid Calling for Cisco WebEx Devices
- Configuring Domain Verification
- Configuring Call Service to Connect SIP Destination
- Configuring Cisco Unified CM for Hybrid Calling
- Configuring the Expressway-E for Hybrid Calling
- Configuring the Expressway-C for Hybrid Calling
- Creating a Neighbor Zones
- Configure Search Rules
- Creating a Directory Number for a Workspace
- Creating a Unified CM Account for a Workspace
- Updating a Workspace for Hybrid Calling
- Syncing Unified CM and Control Hub with the Webex Device Connector Tool

Module 10: WebEx Edge Audio

- WebEx Edge Audio Overview
- Migration Considerations for WebEx Sites with Edge Audio
- The Lua Script with Edge Audio
- Custom Dial-in Number Considerations
- Setup Task Flow for Edge Audio Call-in
- Configure Dial-in Settings and Export the Lua Script
- Setup Task Flow for Unified CM Configuration
- Create SIP Normalization Script from the WebEx LUA Script
- Create a SIP Trunk Security Profile
- Create a New Trunk Between Unified CM and Expressway-C
- Create a Route Groups, Create a Route List, Create Route Patterns
- Setup Task Flow for Expressway-C
- Setup Task Flow for Expressway-E
- Setup Task Flow for Firewall and Certificate Configuration
- Setup Task Flow for Edge Audio Callback
- Apply Edge Audio Callback
- Edge Audio Callback Routing Options
- Enable Extension
- Allow Internal Call-Back for WebEx
- Set Allowed Countries for Callback
- CCA Partners and Edge Audio
- Set the Default IVR Language for CCA Dial-in Numbers

Module 11: WebEx Services Video Mesh

- Overview of Video Mesh Service
- Prepare Your Environment
- Deploy Video Mesh Service
- Configuring the Video Mesh Node Control Hub

- Configuring Unified CM SIP Traffic Routing for Video Mesh
- Monitoring the Video Mesh Service
- Configuring Conferences to use the Video Mesh for Local Conferences
- Enabling Hosting WebEx Collaboration Meeting Room Meetings on the Video Mesh Node
- Using the Video Mesh Node for Local Conferencing
- Troubleshoot Video Mesh Service

Module 12: Office 365 Integrations to WebEx

- Initial Integration of Office 365 to WebEx
- Synchronize Azure Active Directory Users into Cisco WebEx Control Hub
- Configure Azure AD for User Synchronization
- Add Users to Application in Azure AD
- Deploying Cloud-Based Hybrid Calendar Service for Office 365
- Connecting Control Hub to Office 365
- Enabling the Hybrid Calendar Service with Office 365 for Users
- Enabling the Hybrid Calendar Service with Office 365 for Devices
- Add / Edit the Workspaces in Control Hub
- Deploying Cisco WebEx Video Integration (CVI) for Microsoft Teams
- Testing the Hybrid Calendar Service with Office 365
- Testing the Hybrid Calendar Service with CVI and MS Teams Meetings
- Testing Enterprise Content Management (ECM) Using Office 365
- Creating a SharePoint Site and Word Document for Testing
- Scheduling, Starting, or Joining Cisco WebEx Meetings from Microsoft Teams
- Enabling the Cisco WebEx Meetings App for Microsoft Office 365
- Configuring Your Site for the Cisco WebEx Integration with Microsoft Office 365
- Configuring Microsoft Teams to Use Cisco WebEx Meetings
- Cisco Webex Monitoring Service in Cisco WebEx Control Hub
- WebEx Monitoring Service Agent
- Single Sign-On (SSO)
- Configure Single Sign-On Application Setting in Azure
- Configuring AD FS for Cisco WebEx
- Creating AD FS Claim Rule to Allow Authentication from Cisco WebEx
- Updating AD to Use Let's Encrypt Certificates

Module 13: Microsoft Teams Integration with WebEx

- Video Devices Joining Microsoft Teams Meetings
- Video Integration for Microsoft Teams (VIMT) gateway
- VIMT (CVI) Features
- VIMT Gateway Calendar Service and OBTP
- VIMT Gateway Signaling path
- VIMT Gateway Media path

- Microsoft Teams Interop - IVR / Direct Dial-in
- OBTP Implementation: Shared Mode vs Personal Mode
- Third party Scheduling Integration - Synergy SK

Module 14: WebEx Boards

- Cisco WebEx Board
- WebEx Board Capabilities
- WebEx Board Setup
- WebEx Companion Mode
- WebEx Board as a Conference Solution
- Mounting Options
- Syncing the WebEx App with WebEx Board
- White Boarding
- Sharing Files
- WebEx Board Ad-Hoc Meeting
- WebEx Board Space Meeting

Module 15: WebEx Hybrid Data Security

- Security Overview
- Data Loss Prevention with Cloudlock
- Cisco Duo Multifactor Authentication
- Install Cisco HDS Configuration Utility & Enable HDS
- Configuring Hybrid Data Security (optional)
 - Hybrid Data Security Overview
 - Set up a Hybrid Data Security Cluster
 - Manage HDS Deployment
 - View Alerts and Troubleshoot
- Basic Client Operations with Cisco Hybrid Data Security

Module 16: WebEx Compliance Features

- Compliance Officer Role
- Cisco WebEx Compliance API
- Compliance Reports
- eDiscover Download Manager
- Compliance APIs
- Retention Policy
- Revoke User Tokens

Module 17: Monitoring / Troubleshooting the WebEx Teams Service

- Check Status of WebEx Services
- View and Manage Alerts in Control Hub

- Using Control Hub to Troubleshoot Live Meetings
- WebEx Experience
- Using WebEx Analytics
- Monitor and Troubleshoot Meeting Quality using Analytics
- Monitor and Troubleshoot Messaging using Analytics
- Monitor and Troubleshoot Calling using Analytics
- Monitor and Troubleshoot Endpoints using Analytics
- Monitor and Troubleshoot Video Mesh using Analytics
- Monitor and Troubleshoot Hybrid Services using the Expressway
- Troubleshooting
 - Endpoint Registration
 - Meeting and Calls
 - Live Meetings
- External Health Portal
- Support and feedback through WebEx App
- Troubleshooting Cisco WebEx App

LAB OUTLINE

- Lab 1: Initial Cisco WebEx Control Hub Organization Configuration
- Lab 2: Configuring WebEx Control Hub
- Lab 3: Configuring a Room Device
- Lab 4: Configuring WebEx Meetings
- Lab 5: Configuring WebEx Cloud - Connected UC
- Lab 6: Configuring WebEx Messaging
- Lab 7: WebEx Hybrid Calendar Service
- Lab 8: WebEx Edge for Devices
- Lab 9: WebEx Edge Audio
- Lab 10: WebEx Video Mesh
- Lab 11: WebEx Calling
- Lab 12: O365 Integrations to WebEx App
- Lab 13: WebEx Monitoring and Troubleshooting
- Lab 14: Cisco WebEx Control Hub
 - Compliance Office Role
 - Generating Data for Searching
 - Compliance - Flexible Retention Policy
 - Security - Enforcing PIN Lock
 - Block External Communication
 - File Sharing Controls
 - Revoke Access
- Lab 15: Single Sign-On (SSO) Configuration with AD FS
 - Cisco WebEx Password Reset Procedures
 - Directory Connector Configuration