

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

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

This is a 5-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. Students will also learn how to Monitor and Troubleshoot the WebEx Environment. Students 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 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 in 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 Administrators and Engineers
- Meeting Administrators and Engineers
- Collaboration Administrators and Engineers
- Collaboration Sales and Systems Engineers
- Voice / UC / Collaboration / Communications Engineers

#### Course Duration

5 days

#### Course Price

\$4,495.00 or 45 CLCs

#### Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

## **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

## **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

## **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

## **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

## **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

## **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

## **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