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## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Duration

5 days

### Course Price

\$4,495.00

45 CLCs

### Methods of Delivery

In-Person ILT

Virtual ILT

Onsite ILT

### About this Class

The Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL) Course is a 5-day instructor-led program designed to equip participants with the comprehensive skills needed for Configuring, Deploying, and Troubleshooting Webex Calling Deployments. The course takes a structured approach to cover various aspects of Webex Calling, ensuring participants are well-prepared to manage and optimize this critical communication system. Furthermore, participants learn how to leverage the built-in features within Control Hub for In-depth Analysis, Monitoring, and Troubleshooting. The curriculum extends to troubleshooting aspects related to the Integration of Microsoft Teams and Webex Calling, enhancing interoperability. By the end of this course, participants will have acquired a wealth of knowledge and practical skills, enabling them to Deploy, Administer, Troubleshoot, and Optimize Webex Calling effectively, ensuring robust and reliable communication systems within their organizations.

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### 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:

- Collaboration Administrators
- Collaboration Engineer
- Network Administrators
- Network Engineer
- Helpdesk Support Administrators and Engineers
- NOC Support Administrators and Engineers
- Contractors
- IT Staff and Managers



## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Outline

#### Module 0: Introduction

#### 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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### 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



## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### 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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Outline

#### 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 and 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 / Attendant Console
- Lesson 13: Hoteling
- Lesson 14: Hotdesking
- Lesson 15: Virtual Extensions
- 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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Outline

#### Module 11: WebEx Customer Experience

- Lesson 1: Webex Customer Experience Basic vs Essentials
- Lesson 2: Webex Customer Experience Basic Features
- Lesson 3: Webex Customer Experience Essentials
- Lesson 4: Agent Screen Pops
- Lesson 5: Supervisor Analytics
- Lesson 6: Omni - channel
- Lesson 7: Intelligent Routing
- Lesson 8: 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

#### 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 loud 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



## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Outline Cont. Module 13

- 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

### Module 14: Webex Calling Trunks, Route Group and 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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Outline

#### 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

#### 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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Outline

#### 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

#### 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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### Course Outline

#### Cont. Module 19

- 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

#### Module 20: Webex Calling Troubleshooting

- Lesson 1: Webex Calling Troubleshooting Overview and Tools
- Lesson 2: Understanding SIP Protocol
- Lesson 3: Webex Integration with ThousandEyes
- Lesson 4: Diagnosing Switch Issues
- Lesson 5: Troubleshooting Device Registration
- Lesson 6: Troubleshooting Phone and Soft Client Issues
- Lesson 7: Troubleshooting Media Quality
- Lesson 8: Troubleshooting Webex Authentication
- Lesson 9: Troubleshooting User Onboarding and Provisioning

#### Module 21: Webex Calling API Overview

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

## Deploying, Administering, and Troubleshooting Cisco WEBEX Calling (WEBEX-CALL)

### 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
- **Lab 10:** Configure Webex Calling Phone Features
- **Lab 11:** Webex Customer Experience
- **Lab 12:** Configuring Call Recording
- **Lab 13:** Configuring Premise Based PSTN
- **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