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Platinum Learning

WHERE GREAT TRAINING HAPPENS EVERYDAY!

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

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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.

The training journey begins with an introductory overview of Webex Calling, followed by hands-on exercises in initial Webex Configuration. Participants delve into the vital network requirements for seamless phone and device deployment within Webex Calling, exploring the array of compatible devices available. An essential component of the course is learning to execute a Migration to Webex Calling, including the Migration of Cisco Phones from Enterprise Firmware to MPP Firmware.

In-depth configuration topics include Webex Directory Synchronization, Azure AD Integration, Single Sign-On, Webex Calling Service setup, and customization of client settings. Additionally, participants will master an extensive list of calling features, including Auto Attendant, Call Park, Call Pickup, Call Queues, DECT Network, Hunt Groups, Single Number Reach, Paging Groups, Receptionist Client / Attendant Console, Hoteling, Hotdesking, Virtual Extensions, Virtual Lines, Shared Line, Voicemail Groups, Announcement Files, Executive Assistant, providing them with a well-rounded skill set for Webex Calling administration.

The course then shifts focus to a thorough understanding of critical components such as Webex Calling Locations, Trunks, Route Groups, Dial Plans, Premise-Based PSTN Gateways, CUBE High Availability, and the implementation of Site Survivability Gateways.

Equipped with this knowledge, participants move into the monitoring and troubleshooting phase. Here, they learn how to effectively troubleshoot Dial Plans, Trunks, Route Groups, and Premise-Based PSTN Gateways within Webex Calling. This includes the Deployment of E911 Services and Redsky Emergency Services, ensuring safety in communication.

Participants also gain expertise in Integrating Webex Calling with a Microsoft Teams Environment, allowing for seamless collaboration between platforms. The course emphasizes the importance of verifying the initial configuration and identifying potential issues in Webex Calling, leading to a holistic understanding of troubleshooting.

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.

To round out the comprehensive program, participants are introduced to Thousand Eyes for gaining valuable insights into Traffic Patterns and Network Issues. Additionally, the course covers Webex Calling APIs, empowering participants to Configure and Monitor Webex Calling through programmable interfaces.

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.

How you'll 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 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

Course Duration
5 days
Course Price
$4,495.00 or 45 CLCs
Methods of Delivery
• Instructor Led
• Virtual ILT
• On-Site

Who Should Attend

The primary audience for this course is as follows:

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

Module 1: WebEx Overview
- Webex Product Overview
- Webex Calling Overview
- Webex Meeting Overview
- Webex Hybrid Services and Integrations
- Webex Messaging Overview
- Webex Control Hub Monitoring Overview

Module 2: Webex Calling Overview
- Webex Calling Overview
- Webex Calling Differentiators
- Webex Calling Dedicated Instance
- Hybrid Webex Calling Use Cases

Module 3: Network Planning, Network Assessment, and Security
- Webex Administration Client Requirements
- Network Requirements
- Network Assessment for Webex
- Webex Calling Ports and Protocols
- Private Network Connect to Webex Calling
- Webex Calling Migration Considerations

Module 4: Webex Phones, Devices, and Accessories for Webex Calling
- Webex Calling Devices Overview
- Webex Calling Phones
- Webex Calling DECT Phones
- Webex App Calling Features
- Webex Calling Wireless Phones
- Webex Calling Conference Phones
- Webex Calling Mobile Clients
- Webex Calling Devices
- Webex Calling Headsets
- Webex Calling ATA Devices

Module 5: Adding Phones and Devices
- Adding a Phone Assigned to a User
- Adding a Personal Device
- Adding a Common Area Phone
- Adding a Shared Device

Module 6: WebEx Calling Migration
- Webex Calling / CUCMC Migration Concepts
- Webex Calling Migration
- Webex Calling Phone Migration
- Webex Calling Migration Tools

Module 7: Webex Control Hub Administration
- Control Hub Overview
- Organization Settings and Templates for Webex
- Licensing
- Adding Users
- Webex Groups
- Webex Locations
- Webex Templates
- Webex Apps and Integrations
- Configuring Users for Calling
- Administration Panels
- Headset Management in Control Hub

Module 8: Webex Directory Synchronization, Azure AD Integration into Webex, and Single Sign-On
- User Provisioning
- Directory Connector Provisioning
- System for Cross - Domain Identity Management (SCIM)
- Integrate Azure AD with Webex
- Single Sign - On with ADFS
- OpenID Connect and PKCE

Module 9: WebEx User Portal
- Webex User Portal
- Webex Calling Portal

Module 10: Configuring Webex Calling Settings and Features
- Feature Overview
- Webex Calling - Service Settings
- Webex Calling - Client Settings

- Auto Attendant
- Call Park Extension and Call Park Group
- Call Pickup
- Call Queues
- DECT Network
- Hunt Groups
- Single Number Reach
- Paging Groups
- Receptionist Client / Attendant Console
- Hoteling
- Hotdesking
- Virtual Extensions
- Virtual Lines
- Shared Line
- Voicemail Group
- Announcement Files
- Executive Assistant
- Other Call Features

Module 11: WebEx Customer Experience
- Webex Customer Experience Basic vs Essentials
- Webex Customer Experience Basic Features
- Webex Customer Experience Essentials
  - Agent Screen Pops
  - Supervisor Analytics
  - Omni - channel
  - Intelligent Routing
- Agents and Supervisor Experience

Module 12: WebEx Calling Recording
- Call Recording Options for Webex Calling
- Call Recording with Dubber
- Call Recording Configuration
- Call Recording with Imagicle

Module 13: Webex Calling PSTN
- PSTN Gateway Options and Overview
- Cisco Provided PSTN
- Call Routing with Cloud Connect for Webex Calling (formerly Cloud Connected PSTN) Architecture
- Premises-Based PSTN - Architecture
- CUBE Premises - Based Architecture
- Premise - Based Cube Registration Based
- Multiple Registration - Based Gateway on a Single CUBE
- Certificate - Based Premises - Based PSTN
- Configuring a Certificate - Based PSTN
- CUBE Configuration Platform Configuration and Certificates
- CUBE Certificates Configuration
- CUBE Trunk Enablement Configuration
- CUBE Call Routing Configuration
- CUBE High Availability
- Managing Gateways from the Webex Control Hub
- Enroll the Gateway in the Control Hub
- Validate Registration - Based LGW Configuration through Control Hub
- Private Network Connect

Module 14: Webex Calling Trunks, Route Group and Dial Plans
- Webex Calling Routing Overview
- Webex Calling Locations
- Dial Plans
- Route Groups, Trunks, and Dial Plans
- Webex Calling Routing Flows
- Webex Calling Caller Identity
- Interworking Webex Calling and Unified CM On-Premise
- Call Routing with Premises-based PSTN
- Dial Plan
- PSTN Migration
- Survivability
- ICE: Media Path Optimization
- PSTN for Room Video Systems

Module 15: Webex Calling Site Survivability
- PSTN / Gateway Troubleshooting Overview
- Troubleshooting Call Routing
- Troubleshooting PSTN Calling
- Troubleshooting Case Study

Module 16: Webex Calling Site Survivability
- Site Survivability Solution Overview
- Webex App and Endpoint Changes
- Call Forward Unreachable Setting
- Emergency Calling
- Survivability Call Flows
- Deployment Workflow
- Managing Gateways from the Webex Control Hub
- Add a New Gateway Instance in Control Hub
- Enroll the Gateway in the Control Hub
- Assign Survivability Service to the Gateway from within the Control Hub
- Platform Licenses
- Certificates
- Common Global Configuration
- Data Sync and Updated CLI
- Debugs
- Show Commands
- Limitations and Restrictions
- Testing Survivability
- Colocation of Unified - SRST with Webex - SGW

Module 17: Webex Calling E911 Emergency Call Handling
- Emergency Calling Overview
- Setup E911 Account
- RedSky Configuration
- Webex Calling E911 Configuration
- Enhanced E911 Phone Tracking

Module 18: Webex Calling Integration with Microsoft
- Microsoft Calling Overview
- Microsoft Direct Routing with CUBE
- Webex Calling for Microsoft Teams

- Webex Calling for Microsoft Teams Configuration

Module 19: Monitoring, Analytics, and Troubleshooting with Webex Control Hub
- Webex Calling Monitoring, Analytics, and Troubleshooting Overview
- Webex Sites Status
- Webex Calling Alerts and Webhooks
- Webex Analytics > Dashboards
- Webex Analytics > Calling
- Webex Analytics > Calling Media Quality
- Webex Analytics > Calling Detailed Call History
- Webex Analytics > Call Queue Stats
- Webex Analytics > Call Queue Agent Stats
- Webex Analytics > Live Queue Stats
- Webex Analytics > Calling Auto - Attendant
- Webex Analytics > Devices - Headsets
- Webex Troubleshooting
- Webex Calling Reporting
- Phone Logs and Problem Reports

Module 20: Webex Calling Troubleshooting
- Webex Calling Troubleshooting Overview and Tools
- Understanding SIP Protocol
- Webex Integration with ThousandEyes
- Diagnosing Switch Issues
- Troubleshooting Device Registration
- Troubleshooting Phone and Soft Client Issues
- Troubleshooting Media Quality
- Troubleshooting Webex Authentication
- Troubleshooting User Onboarding and Provisioning

Module 21: Webex Calling API Overview
- Webex API Basics
- Webex Calling API

Labs

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