



Configuring and Administering Cisco WEBEX (Meetings, Calling, and Messaging) in the Cisco WEBEX for Government (CLOUD-CONF-T-GOV)

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In this Configuring and Administering Cisco WEBEX (Meetings, Calling, and Messaging) in the Cisco WEBEX for Government course delivers a comprehensive, end-to-end overview of deploying, managing, securing, and troubleshooting Cisco Webex Calling and collaboration services within government environments. The curriculum is structured to align with public-sector operational requirements, emphasizing controlled cloud adoption, secure identity integration, centralized administration, and consistent user experiences across meetings, calling, messaging, devices, and workspaces. Learners progress from foundational platform concepts through detailed Control Hub administration, ensuring a strong understanding of how Webex services are architected and operated in government deployments.

The course provides in-depth coverage of network planning, security considerations, device and phone onboarding, directory synchronization, single sign-on, and user lifecycle management, all tailored to government operational models. Significant focus is placed on Webex Calling administration, including service and client settings, advanced calling features, hybrid use cases, and user productivity capabilities such as hotdesking, virtual lines, shared lines, and receptionist services. Participants also gain hands-on experience managing government-approved collaboration devices, designing and administering workspaces, enabling digital signage, and extending platform functionality through APIs, macros, and automation.

Operational excellence is reinforced through extensive analytics, monitoring, and troubleshooting modules using Webex Control Hub, analytics dashboards, alerts, and diagnostic tools. Advanced troubleshooting scenarios address real-world issues across meetings, calling, devices, media quality, and user experience. By the end of the course, administrators are equipped to confidently deploy, operate, secure, and support Cisco Webex Calling and collaboration services at scale, ensuring reliable, compliant, and mission-ready communications for government organizations.

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:

- Government Network Engineers
- Government System Administrators
- Government Telecommunications Specialists
- IT Professionals in Government Agencies
- Government Technical Support Staff
- Cisco Certified Professionals

Course Duration

5 days

Course Price

\$4,495.00 or 45 CLCs

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

Module 1: Webex for Government Overview

- Module Topics
- Lesson 1: FedRamp Overview
- Lesson 2: Webex Deployment Overview for Government
- Lesson 3: Webex Calling for Government Overview
- Lesson 4: Webex Meeting for Government Overview
- Lesson 5: Webex Hybris Services and Integrations for Government
- Lesson 6: Webex Messaging for Government
- Lesson 7: Webex Control Hub Monitoring for Government Overview
- Module Summary

Module 2: Network Planning, Network Assessment, and Security

- Module Topics
- Lesson 1: Webex Government Administration Client Requirements
- Lesson 2: Network Requirements
- Lesson 3: Network Assessment for Webex for Government
- Lesson 4: Webex Calling Ports and Protocols
- Lesson 5: Security beyond FedRamp Requirements
- Module Summary

Module 3: Webex Room Systems, Device, and Clients

- Module Topics
- Lesson 1: Webex for Government Portfolio and Features
- Lesson 2: Webex Desk Series
- Lesson 3: Webex Room Kit
- Lesson 4: Webex Room Kit Plus
- Lesson 5: Webex Room Kit Pro
- Lesson 6: Webex Room Bar
- Lesson 7: Webex Room Bar Pro
- Lesson 8: Webex Room KIT EQ
- Lesson 9: Webex Campfire Rooms
- Lesson 10: Room Panorama
- Module Summary

Module 4: Webex Control Hub for Government

- Module Topics
- 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
- Lesson 10: Configuring Meetings Settings
- Lesson 11: Device Configuration
- Lesson 12: Personalization - Branding
- Module Summary

Module 5: Webex Directory Synchronization, Azure AD Integration into Webex, and Single Sign-On

- Module Topics
- Lesson 1: User Provisioning
- Lesson 2: Directory Connector Provisioning

- Lesson 3: Single Sign-On with ADFS
- Lesson 4: Integrate Azure AD with Webex
- Module Summary

Module 6: Webex Meetings for Government

- Module Topics
- Lesson 1: Webex Meeting for Government
- Lesson 2: Webex Experience and Features for Government
- Lesson 3: Cisco Webex for Government Layouts and Sharing
- Lesson 4: Schedule and Starting Meetings
- Lesson 5: Cisco Webex for Government Webinars
- Lesson 6: Webex Meeting Site Administration
- Lesson 7: Webex Meeting Administration Settings
- Lesson 8: Webex Meeting Templates
- Module Summary

Module 7: Webex Workspace for Government

- Module Topics
- Lesson 1: Webex Workspace Overview
- Lesson 2: Workspace Design Best Practices
- Lesson 3: Workspace Use Cases
- Lesson 4: Workspaces Accessories
- Lesson 5: Workspace Features
- Lesson 6: Navigator Features
- Lesson 7: Companion Mode
- Lesson 8: Creating a Workspace
- Lesson 9: Managing Workspaces
- Module Summary

Module 8: Webex Messaging for Government

- Module Topics
- Lesson 1: Webex Messaging Settings
- Lesson 2: People, Direct Messages, and Formatting
- Lesson 3: Webex App Space Sections
- Lesson 4: Webex App Spaces
- Lesson 5: Webex App Team Spaces
- Lesson 6: Webex App Settings
- Module Summary

Module 9: Adding Devices and Phones for Government Deployment

- Module Topics
- Lesson 1: Adding a Personal Collaboration Phone for Government
- Lesson 2: Adding a Personal Collaboration Device for Government
- Lesson 3: Common Area Phones for Government
- Lesson 4: Deploying a Shared Collaboration Device for Government
- Module Summary

Module 10: Webex Calling for Government Overview

- Module Topics
- Lesson 1: Webex Calling for Government Overview
- Lesson 2: Webex Calling Differentiators for Government Deployment
- Lesson 3: Hybrid Webex Calling Use Cases for Government
- Lesson 4: Webex Calling - Service Settings for Government
- Lesson 5: Webex Calling - Client Settings for Government

- Lesson 6: Customer Experience Basic for Government
- Lesson 7: Hotdesking for Government
- Lesson 8: Virtual Extensions for Government
- Lesson 9: Virtual Lines for Government
- Lesson 10: Shared Line for Government
- Lesson 11: Executive Assistant for Government
- Lesson 12: Receptionist Client
- Module Summary

Module 11: Webex API's, Integrations, and Macros for Government

- Module Topics
- Lesson 1: Webex APIs for Government
- Lesson 2: Integrations in Government Environments
- Lesson 3: Device Programmability and Macros for Government
- Lesson 4: UI Elements and Device xAPI in Government Environments
- Lesson 5: Device xAPI on MTR for Government
- Lesson 6: Deployment Options in Government
- Lesson 7: Control Hub in Federal Environments
- Lesson 8: Device Backups for Federal Environments
- Lesson 9: Automation for Government
- Lesson 10: CE-Deploy in Government Environments
- Lesson 11: WebView Web-Sockets for Government
- Lesson 12: Kiosk Web Apps for Federal Use
- Module Summary

Module 12: Digital Signage Management

- Module Topics
- Lesson 1: Webex Digital Signage
- Lesson 2: Digital Signage Configuration Using Cisco Webex Control Hub
- Module Summary

Module 13: Control Hub Analytics and Troubleshooting

- Module Topics
- Lesson 1: Control Hub Analytics
- Lesson 2: Webex Meetings Analytics - Engagement
- Lesson 3: Webex Meetings Analytics Participants
- Lesson 4: Webex Meetings Analytics Quality
- Lesson 5: Webex Meetings Analytics - Audio
- Lesson 6: Analytics > Devices
- Lesson 7: Workspace Analytics
- Lesson 8: Workspace Device Analytics
- Lesson 9: Webex Troubleshooting Live Meetings
- Lesson 10: Webex Troubleshooting Meetings and Calls
- Lesson 11: Webex Diagnosing and Troubleshooting Meetings
- Lesson 12: Reporting
- Lesson 13: Troubleshooting Using Control Hub
- Lesson 14: Webex Alerts
- Module Summary

Module 14: Webex for Government - Advanced Troubleshooting

- Module Topics
- Lesson 1: Webex Troubleshooting
- Lesson 2: Webex App Logging
- Lesson 3: Troubleshooting Delayed Meeting Join

- Lesson 4: Troubleshooting Connecting to Meetings
- Lesson 5: Full-Featured Webex App
- Lesson 6: Troubleshooting Video Mesh Deployments
- Lesson 7: Troubleshooting In-Meeting Experience
- Lesson 8: Troubleshooting In-Meeting Peripherals (Video Camera, Microphone)
- Lesson 9: Troubleshooting Audio/Video Quality
- Module Summary

Module 15: Webex User Hub for Government

- Module Topics
- Lesson 1: Webex User Hub
- Lesson 2: Settings
- Lesson 3: Webex Meetings Calendar
- Lesson 4: Webinar
- Lesson 5: Recordings
- Module Summary