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WEBEX Calling Monitoring and Troubleshooting for Government v1.0 (WEBEX-CALL-TSHOOT-GOV)

WHERE GREAT TRAINING HAPPENS EVERYDAY!

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Course Duration
4 Days

Course Price
$3895.00
38 CLCs

Methods of Delivery
In-Person ILT
Virtual ILT
Onsite ILT

About this Class

This comprehensive four-day, instructor-led, hands-on course is designed specifically for professionals in government communications, offering in-depth strategies for monitoring and resolving issues within the Webex Calling environment on Webex Calling for Government (GOV). The course begins with an introduction to the Webex Control Hub's monitoring and troubleshooting capabilities, equipping students with the skills to manage Webex Calling environments effectively. It covers critical areas essential for resolving issues and optimizing the performance of Webex services, including the use of Webex Sites Status, Alerts, Webhooks, and detailed Analytics for proactive system management.

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How you will benefit

This class will help you:

- Understand essential network infrastructure and protocols for successful Webex Calling Gateway deployment in government settings.
- Learn to troubleshoot common issues, focusing on call routing, connectivity, and media quality, with tools and techniques for effective problem resolution.

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:

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

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Objectives

After taking this course, you should be able to:

- Understanding Network Requirements, Protocols, and Ports for Webex Calling Gateways
- Monitoring Webex Calling
- Sending Alerts from the Monitoring System
- Monitoring and Troubleshooting Webex Calling Components
- Troubleshooting Common Issues
- Troubleshooting Webex Calling Media
- Troubleshooting Call Routing
- PSTN Gateway CLI Troubleshooting
- Troubleshooting Webex Calling Features
- Advanced Troubleshooting Techniques

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Course Outline

Module 0: Introductions

Module 1: Webex For Government Overview
- Module Topics
- Lesson 1: Webex for Government Product Overview
- Lesson 2: Webex Calling for Government Overview
- Lesson 3: Webex Calling Control Hub Review
- Module Summary

Module 2: Troubleshooting Webex Calling Network and WAN Issues
- Module Topics
- Lesson 1: Webex Client Network Requirements
- Lesson 2: Webex Calling Site Network Requirements
- Lesson 3: Network Site Testing for Webex
- Lesson 4: Webex Calling Required Ports and Protocols
- Lesson 5: Network Switch and WAN QoS Requirements
- Module Summary

Module 3: Webex Calling Control Hub Troubleshooting Basics
- Module Topics
- Lesson 1: Control Hub Overview
- Lesson 2: Troubleshooting the Webex Service
- Lesson 2: Organization Settings and Templates for Webex Calling
- Lesson 3: Troubleshoot Licensing Issues
- Lesson 4: Troubleshooting Adding Users
- Lesson 5: Troubleshooting Adding Phones
- Lesson 6: Troubleshooting Phone Registration
- Lesson 7: Troubleshooting Phone Operations
- Lesson 8: Troubleshooting Headset Integration with Phones
- Module Summary

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Course Outline

Module 4: Troubleshooting Webex App Issues with Calling
- Module Topics
- Lesson 1: Webex App Overview
- Lesson 2: Webex App Common Calling Issues
- Lesson 2: Webex Problem Reporting
- Lesson 3: Troubleshoot Webex App Desktop Issues
- Lesson 4: Troubleshooting Webex App Registration Issues
- Lesson 5: Troubleshooting Webex App Call Quality Issues
- Lesson 6: Troubleshooting Webex App Audio and Video Calls
- Module Summary

Module 5: Troubleshooting Adding Users, Active Directory Synchronization, Azure AD Integration into Webex, and Single Sign-On
- Module Topics
- Lesson 1: Active Directory / Azure AD Overview
- Lesson 2: Webex Domain Verification Issues
- Lesson 3: Troubleshooting the Directory Connector
- Lesson 4: Troubleshooting Azure AD Synchronization
- Lesson 5: Single Sign - On Troubleshooting
- Module Summary

Module 6: Troubleshooting Webex Calling Features
- Module Topics
- Lesson 1: Webex Calling Service Settings
- Lesson 2: Webex Calling Client Settings
- Lesson 3: Troubleshooting Location Settings
- Lesson 4: Troubleshooting Number Allocation and Migration
- Lesson 5: Troubleshooting Auto - Attendants

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Course Outline
Cont. Module 6

- Lesson 6: Troubleshooting Call - Pickup Issues
- Lesson 7: Troubleshooting Shared Extensions vs Virtual Lines
- Lesson 8: Troubleshooting Voice Mail Issues
- Lesson 9: Troubleshooting Call Recording
- Lesson 10: Troubleshooting Call Queueing
- Lesson 11: Troubleshooting Announcements and Greetings
- Module Summary

Module 7: Call Routing and PSTN Gateways

- Module Topics
- Lesson 1: PSTN / Gateway / Call Routing Overview
- Lesson 2: Troubleshooting Dial - Plans and Numbers
- Lesson 3: Troubleshooting Call Routing
- Lesson 4: Troubleshooting Gateway / CUBE Registration
- Lesson 5: Troubleshooting Gateway / CUBE Dial - Plans
- Lesson 6: Troubleshooting PSTN Calling
- Lesson 7: Troubleshooting Gateway Audio Issues
- Module Summary

Module 8: Webex Calling Monitoring, Analytics, Troubleshooting for Government

- Module Topics
- Lesson 1: Webex Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3: Webex Calling Alerts
- Lesson 3: Webex Calling Analytics
- Lesson 5: Webex Calling Analytics
- Lesson 6: Webex Troubleshooting
- Lesson 7: Webex Calling Troubleshooting Reporting
- Module Summary

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Course Outline

Module 9: Webex Troubleshooting using ThousandEyes

- Module Topics
- Lesson 1: ThousandEyes Integration Overview
- Lesson 2: Troubleshooting Webex Issues with ThousandEyes
- Lesson 3: Webex Web Zone Availability Testing
- Lesson 4: Finding Webex Media Node
- Lesson 5: Finding Audio and Video Quality Issues Intermittently with ThousandEyes
- Module Summary

Module 10: Troubleshooting Webex Calling Microsoft Teams Integration

- Module Topics
- Lesson 1: Microsoft Integration Overview
- Lesson 2: Troubleshooting the Microsoft Integration with Webex
- Lesson 3: Troubleshooting Microsoft Integration Permissions
- Lesson 4: Troubleshooting Microsoft Teams Calling with Webex App
- Module Summary