

WEBEX Calling Overview for Government v1.0 (WEBEX-CALL-OVERVIEW-GOV)

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This one-day, instructor-led course provides a detailed introduction to Webex Calling, focusing on applications within State and Federal Governments. Designed for a broad audience, including Executives, Managers, Administrators, Engineers, and Helpdesk personnel, the course demystifies the deployment, implementation, and support mechanisms of Webex Calling.

How you'll benefit

- Explore Webex Calling's core capabilities and its role in government communication strategies.
- Understand effective strategies for importing users and phones within Webex Calling's multi-tenant setup.
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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:

- Executives and Managers
- Administrators and Engineers
- Helpdesk Personnel

Course Duration

1 days

Course Price

\$1,195.00 or 9 CLCs

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

Module 00: Course Introduction

Module 01: Webex for Government Overview

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

Module 02: 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
- Module Summary

Module 03: Adding Phones and Devices for Government Deployment

- Module Topics
- Lesson 1: Adding a User Assigned Phone for Government
- Lesson 2: Adding a Personal Collaboration Device for Government Use
- Lesson 3: Common Area Phone Deployments for Government Spaces
- Lesson 4: Deploying a Shared Collaboration Device in Government Settings
- Module Summary

Module 04: Configuring Webex Calling Settings and Features for Government

- Module Topics
- Lesson 1: Feature Overview for Government
- Lesson 2: Webex Calling - Service Settings for Government
- Lesson 3: Webex Calling - Client Settings for Government
- Lesson 4: Auto Attendant for Government
- Lesson 5: Call Park Extension & Call Park Group for Government
- Lesson 6: Call Pickup for Government
- Lesson 7: Call Queues for Government
- Lesson 8: DECT Network for Government
- Lesson 9: Hunt Groups for Government
- Lesson 10: Single Number Reach for Government
- Lesson 11: Paging Groups for Government
- Lesson 12: Hoteling for Government
- Lesson 13: Hotdesking for Government
- Lesson 14: Virtual Extensions for Government
- Lesson 15: Virtual Lines for Government
- Lesson 16: Shared Line for Government
- Lesson 17: Voicemail Group for Government
- Lesson 18: Announcement Files for Government
- Lesson 19: Executive Assistant for Government
- Lesson 20: Other Call Features for Government
- Module Summary

Module 05: Voice Queues for Government

- Module Topics
- Lesson 1: Webex Voice Queues for Government Overview
- Lesson 2: Webex Voice Queues Features for Government
- Lesson 3: Voice Queues Configuration for Government
- Lesson 4: Agent and Supervisor Experience for Government
- Lesson 5: Customer Experience Essentials (Add-On)
- Module Summary

Module 06: Monitoring, Analytics, and Troubleshooting with Webex Control Hub

- Module Topics
- 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 > Calling

- Lesson 5: Webex Analytics - Calling Media Quality
- Lesson 6: Webex Analytics - Calling Detailed Call History
- Lesson 7: Webex Analytics - Call Queue Stats
- Lesson 8: Webex Analytics - Call Queue Agent Stats
- Lesson 9: Webex Analytics - Live Queue Stats
- Lesson 10: Webex Analytics - Calling Auto-Attendant
- Lesson 11: Webex Troubleshooting
- Lesson 12: Webex Calling Reporting
- Module Summary