Current Technologies
Computer Learning Centers

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WHERE GREAT TRAINING HAPPENS EVERYDAY!

WEBEX Calling Monitoring and Troubleshooting (WEBEX-CALL-TSHOOT)

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The WEBEX Calling Monitoring and Troubleshooting (WEBEX-CALL-TSHOOT) is a 4-day instructor-led course. Throughout this comprehensive program, participants will focus on acquiring the skills necessary to effectively Monitor and Troubleshoot Webex Calling Systems. The course begins with an introduction to the fundamentals of Webex Calling Troubleshooting, emphasizing the importance of verifying the initial Configuration and Identifying potential issues.

Students will Troubleshoot Domains, Network Issues, Licensing Challenges, Device Registration Problems, and Webex App-Related Issues. Authentication Issues, Webex Calling Feature Problems, and Call Routing. Students will learn a holistic understanding of the troubleshooting Webex Calling.

In addition to addressing these core topics, the course will equip participants with the ability to utilize the built-in features within Control Hub for in-depth analysis, monitoring, and troubleshooting of Webex Calling. The curriculum also covers troubleshooting aspects related to the Integration of Microsoft Teams and Webex Calling. Furthermore, participants will learn how to Integrate Thousand Eyes to gain valuable insights into traffic patterns and network issues.

Students will use advanced troubleshooting techniques to Create and Analyze Packet Captures using Wireshark, specifically tailored to Identify and Address Issues with Webex Calling.

Upon completing this training, participants will be well-prepared to Monitor, Identify, and Resolve a wide range of Webex Calling Issues, ensuring seamless communication within a Company's Network.

How you'll benefit
This class will help you:
- Become well-prepared to Monitor, Identify, and Resolve a wide range of Webex Calling Issues
- Master advanced troubleshooting techniques

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

Course Duration
4 days
Course Price
$3,895.00 or 38 CLCs
Methods of Delivery
- Instructor Led
- Virtual ILT
- On-Site

Module 1: Webex Calling Overview
- Module Topics
- Webex Calling Overview
- Webex Calling Differentiators
- Dedicated Instance for Webex Calling
- Hybrid Webex Calling Use Cases
- Module Summary

Module 2: Network Planning, Network Assessment, and Security
- Module Topics
- 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 Summary

Module 3: Troubleshooting Adding Phones and Devices
- Module Topics
- Adding a Phone Assigned to a User
- Adding a Personal Device
- Adding a Common Area Phone
- Adding a Shared Device
- Troubleshooting Device Registration and Analytics
- Module Summary

Module 4: Troubleshooting User Management
- Module Topics
- User Provisioning
- Troubleshooting Users
- Directory Synchronization
- System for Cross-domain Identity Management (SCIM)
- Integrate Azure AD with Webex
- Single Sign-On with ADFS
- OpenID Connect and PKCE
- Module Summary

Module 5: Configuring Webex Calling Settings and Features
- Module Topics
- Feature Overview
- Webex Calling-Service Settings
- Webex Calling – Client Settings
- Auto Attendant
- Call Park Extension and Call Park Group
- Call Pickup
- Call Queues
- Hunt Groups
- Hoteling
- Hotdesking
- Virtual Extensions
- Virtual Lines
- Shared Line
- Voicemail Group

- Executive Assistant
- Module Summary

Module 6: Call Routing and PSTN Gateways
- Module Topics
- 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
- 3rd Party SBC as a Local Gateway
- Module Summary

Module 7: Webex Calling Trunks, Route Group Dial Plans
- Module Topics
- 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 Summary

Module 8: Webex Calling PSTN/Gateway Troubleshooting
- Module Topics
- PSTN/Gateway Troubleshooting Overview
- Troubleshooting Call Routing
- Troubleshooting PSTN Calling
- Troubleshooting Case Study
- Module Summary

Module 9: Webex Calling Site Survivability
- Module Topics
- Site Survivability Solution Overview
- Webex App and Endpoint Changes
- Call Forward Unreachable Settings

- 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 Summary

Module 10: Monitoring, Analytics, and Troubleshooting with Webex Control Hub
- Module Topics
- 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 - Call Queue- Call Queue Stats
- Webex Analytics > Call Queue- Agent Stats
- Webex Analytics > Calling Auto-Attendant
- Webex Troubleshooting
- Phone Logs and Problem Reports
- Module Summary

LABS

Lab 1: Connecting to the Webex Calling Lab

Lab 2: Verify and Troubleshoot Network Connectivity

Lab 3: Troubleshoot Webex Calling Control Issues

Lab 4: Troubleshoot Adding Users

Lab 5: Troubleshoot Phone Registration

Lab 6: Troubleshoot Webex App

Lab 7: Troubleshoot Phone and Webex App Issues using Wireshark

Lab 8: Setting up Alerts

Lab 9: Troubleshoot Directory Synchronization Issue and Azure AD Issues

Lab 10: Troubleshoot Webex Calling Features

Lab 11: Troubleshoot Dial Plans

Lab 12: Troubleshooting Call Routing

Lab 13: Troubleshoot Premise-Based Gateways

Lab 14: Troubleshoot Gateways Issues Using Wireshark

Lab 15: Webex Calling Analytics

Lab 16: Webex Calling Troubleshooting