



The Essentials of Webex Calling (CLWXCALL)

Course ID #: 7000-1216-ZZ-Z

Hours: 21

Delivery Method: Group Internet Based

Course Content

Description:

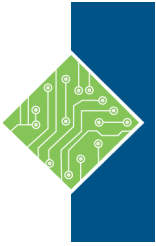
In this course, you will cover: The Essentials of Webex Calling (CLWXCALL) training is designed to guide you through a complete Webex Calling setup, from the initial installation of Webex Control Hub and adding users to configuring Webex Calling features through an existing on-premises Cisco Unified Communications Manager (CUCM) and Cisco Unified Border Element (CUBE) public switch telephone network (PSTN) setup. This training also earns you 18 Continuing Education (CE) credits toward recertification.

Objectives:

Upon successful completion of this course, students will:

- Introduce the components that make up the Webex solution, including Webex Meetings, Webex Messaging, and Webex Calling

- Introduce the components that make up Webex Calling Control Hub, including analytics, troubleshooting, and reporting
- Introduce the Management feature of Webex Control Hub, including how to set it up for a business
- Introduce the Services section of the Webex Control Hub, including the Webex Services, Cloud-Connected Unified Communications Services, and Hybrid Services
- Identify the methods available to add users to the Webex Control Hub
- Explain Cisco IP Phone software registration with Webex Control Hub, eligible devices, and provisioning methods
- Explain how an administrator can configure calling features from the Webex Control Hub that will affect the organization
- Understand how users or administrators can configure calling features either from the Webex Control Hub or from their personal user portal
- Introduce the three different methods available to bring PSTN calling capabilities into the Webex calling solution
- Identify the different types of Cisco routers, as well as third-party routers, that can support the local gateway in a premises-based PSTN deployment
- Describe different deployment scenarios using the local gateway in a premises-based PSTN Webex Calling solution
- Understand how the high-availability solution within Cisco routers can be used in a Webex Calling deployment to offer failover for the local gateway and the Cisco Unified Border Element
- Configure the Webex Control Hub to support Webex Calling in a premises-based PSTN deployment



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- Configure Cisco Unified Border Element and local gateway settings on a Cisco router to support Webex Calling using a premises-based PSTN deployment

Describe different methods that can be used to troubleshoot setup issues and media issues when configuring Webex Calling using the premises-based PSTN deployment

Prerequisites:

There are no prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

- A basic understanding of unified communications
- A basic understanding of cloud-based unified communications solutions

These skills can be found in the following Cisco Learning Offerings:

- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

Target Audience:

None

Topics:

- Lesson 1: Webex Overview
- Lesson 2: Webex Control Hub Overview and Monitoring
- Lesson 3: Webex Control Hub Management
- Lesson 4: Webex Control Hub Services
- Lesson 5: Methods to Add Users to Webex Control Hub
- Lesson 6: Methods to Add Devices to Webex Control Hub
- Lesson 7: Admin-Configurable Webex Calling Features
- Lesson 8: User-Configurable Webex Calling Features
- Lesson 9: Webex Calling Public Switched Telephone Network Options
- Lesson 10: Routers Supporting Local Gateway
- Lesson 11: Deployment Scenarios for Local Gateways
- Lesson 12: Local Gateway and Cisco Unified Border Element with High Availability
- Lesson 13: Control Hub Settings for Webex Calling
- Lesson 14: Router Settings for Webex Calling
- Lesson 15: Webex Calling Troubleshooting

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NASBA CPE details are provided on the following pages.



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NASBA Information

Level: Basics

Advanced Preparation: A basic understanding of unified communications and A basic understanding of cloud-based unified communications solutions

Attendance Requirement: To be awarded the full credit hours, you must sign in and attend the entire course.

Recommended Field(s) of Study: Computer Software & Applications

Recommended CPEs: 23.40

Policies: Course Registration, Cancellation, Refund, and Complaint Resolution

For more information regarding administrative policies such as complaint and program cancellation policies, please contact our offices at 800-639-3535 or visit us at: www.tcworkshop.com

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NOTE: Since our information is in multiple places on our website or in PDF format that is sent to clients, we have provided our normal course content with the NASBA Information added along with links to our policy page on the web. We will add our name to the Official National Registry Statement after we are approved.