



# Working Virtual: Is Your Organization CyberSAFE

Course ID #: 7000-657-ZZ-Z

Hours: 1

## Course Content

### Description:

Many companies have moved virtual overnight without the opportunity to safely prepare end-users for remote work. IT and Security teams have reconfigured systems and related policies to better protect your infrastructure and data but may struggle with less oversight over end-users' environments. With phishing attacks on the rise and malware a threat to businesses of all sizes, what is the basic awareness your employees need at this time? Join us to learn why it is important for end-users to identify the need for security, secure their devices, and learn to navigate their evermore virtual connectivity. And how organizations that implement cyber awareness compliance programs can reduce incidents by up to 70%.

### Objectives:

Upon completing this course, the learner will be able to meet these overall objectives:

- Examine API and automation capabilities and concepts for Cisco Unified Communication Manager
- Examine API and automation capabilities and concepts for Cisco Unity Connection
- Examine API and automation capabilities and concepts for Cisco Finesse
- Examine Experience API (xAPI) and automation capabilities and concepts for Cisco Collaboration endpoints
- Examine API and automation capabilities and concepts for Cisco Webex Teams
- Examine API and automation capabilities and concepts for Cisco Webex Meetings

### Prerequisites:

The knowledge and skills that a learner should have before attending this course are as follows:

- Basic knowledge of Simple Object Access Protocol (SOAP) and REST APIs
- Basic programming and scripting skills in Python
- Intermediate knowledge in managing and configuring three or more of the following Cisco Collaboration offerings:
  - Cisco Unified Communications Manager
  - Cisco IP Phones
  - Cisco Finesse
  - Cisco Webex Devices (Collaboration and Video Endpoints)
  - Cisco Webex Teams

The following Cisco courses can help you gain the knowledge you need to prepare for this course:

- Implementing and Administering Cisco Solutions (CCNA®)
- Introducing Automation for Cisco Solutions (CSAU)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)
- Understanding Cisco Collaboration Foundations (CLFNDU)
- Programming Use Cases for Cisco Digital Network Architecture (DNAPUC)
- Introducing Cisco Network Programmability (NPICNP)



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## Target Audience:

This course is designed for network and software engineers interested in Cisco Collaboration and Webex automation and who hold job roles such as:

- Collaboration Sales Engineer
- Collaboration Software Developer
- Collaboration Solutions Architect
- Consulting Systems Engineer
- Network Administrator
- Network Engineer
- Network Manager
- Software Architect
- Software Developer
- Systems Engineer
- Technical Solutions Architect
- Wireless Design Engineer
- Wireless Engineer

## Topics:

- Automating Cisco Unified Communications Manager
- Automating Cisco Unity Connection
- Automating Cisco Finesse
- Examining Cisco Collaboration Endpoint Automation
- Examining Cisco Cloud Collaboration Automation
- Examining Cisco Conferencing Automation

**Register for this class by visiting us at:**

**[www.tcworkshop.com](http://www.tcworkshop.com) or by calling us at 800-639-3535**

***NASBA CPE details are provided on the following pages.***



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## NASBA Information

**Level:**

**Advanced Preparation:**

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

**Recommended Field(s) of Study:**

**Recommended CPEs:** 1.20

**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](http://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.