

The Essentials of Webex Calling (CLWXCALL)

ID CLWXCALL Price 2,290.— €(excl. tax) Duration 3 days

Course Overview

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. **How You'll Benefit**

This training will help you:

- Gain an understanding of the Webex solutions, including Webex Meetings, Webex Messaging, and Webex Calling
- Learn how to configure and manage the features of the Webex Control Hub
- Earn 18 CE credits towards recertification

Who should attend

- Collaboration Engineers
- Collaboration Administrators

Prerequisites

There are no formal 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 \(CLCOR\)](#)

Course Objectives

- 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
- 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

Detailed Course Outline

- 1. Webex Overview

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

About Fast Lane



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