The Essentials of Webex Calling

Duration: 3 Days   Course Code: CLWXCALL   Version: 1.0

Overview:

The Essentials of Webex Calling (CLWXCALL) course 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.

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

This course is worth 18 Continuing Eductaion (CE) Credits

Target Audience:

Collaboration Administrators and Collaboration Engineers involved in the implementation of a Webex Calling solution.

Objectives:

- **After completing this course you should be able to:**

- 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

Prerequisites:

Attendees should meet the following pre-requisites:

- A basic understanding of unified communications

Testing and Certification

Recommended as preparation for the following exams:

- There are no exams currently aligned to this course

- A basic understanding of cloud-based unified communications solutions
- CLFNDU - Understanding Cisco Collaboration Foundations
- CLCOR - Implementing and Operating Cisco Collaboration Core Technologies

Content:

Webex Overview

- Webex Meetings
- Webex Messaging
- Webex Calling

Webex Control Hub Overview and Monitoring

- Webex Control Hub Overview
- Webex Control Hub Monitoring

Webex Control Hub Management

- Management Overview
- Account and Organization Settings

Webex Control Hub Services

- Webex Services
- Webex Cloud-Connected Unified Communications Services
- Hybrid Services

Methods to Add Users to Webex Control Hub

- Add Users Manually
- Add Users with a CSV File
- Claim Existing Users
- Directory Management
- User/Contract Synchronization

Methods to Add Devices to Webex Control Hub

- Add the Unified IP Phone to Webex Control Hub
- Add Webex Endpoints to Webex Control Hub

Admin-Configurable Webex Calling Features

- Auto Attendant
- Call Park
- Call Queue
- Call Pickup
- Hunt Grups
- Paging Group
- Other Admin-Confgurable Features

User-Configurable Webex Calling Features

- Annonymous Call Rejection, Call Waiting and Do Not Disturb
- Selective Calling
- Call Forwarding, Call Notification, Single Number Reach and Priorty Alert
- Sequential Ringing and Simultaneous Ringing

Webex Calling Public Switched Telephone Network Options

- Cloud-Connected PSTN (CCP)
- Cisco PSTN
- Premises Based PSTN (Local Gateway)

Routers Supporting Local Gateway

- Cisco Routers
- Third-Party Session Border Controllers
- Registration and Certificate-Based Local Gateways

Deployment Scenarios for Local Gateways

- Single Site with Local Gateway and PSTN GW/SBC Colocated
- Dedicated PSTN Gateway/Cisco Unified Border Element Variant (Preferred Option)
- Cisco Unified Communications Manager with Colocated PSTN Gateway/SBC and Local Gateway
- Cisco Unified Communictions Manager with Dedicated PSTN Gateway (Preferred Option)
- Call Routing Across Multiple Local Gateways

Local Gateway and Cisco Unified Border Element with High Availability

- Local Gateway- High Availability Solution
- Limitations and Restrictions of the Local Gateway High-Availability Solution

Control Hub Settings for Webex Calling

- Locations
- Numbers
- Call Routing
- Gateway Settings

Router Settings for Webex Calling

- Security Settings
- Firewall and NAT Traversal
- Calling from Cisco Unified Border Element
- Calling to Local Gateway
- Calling from Local Gateway
- Calling to Cisco Unified Border Element

Webex Calling Troubleshooting

- Call Flows, Monitoring Tools and Troubleshooting Media Quality Issues for Webex Calling
- Testing and Troubleshooting Webex Calling

Labs:

- Discovery 1: Set Up Webex Control Hub
- Discovery 2: Add Users to Webex Control Hub
- Discovery 3: Configure Admin-Configurable Webex Calling Features
- Discovery 4: Configure User-Configurable Webex Calling Features
- Discovery 5: Configure High Availability on Cisco Routers
- Discovery 6: Configure Webex Control Hub for Webex Calling
- Discovery 7: Configure Local Gateway for Webex Calling
- Discovery 8: Troubleshooting Issues with Webex Calling

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

training@globalknowledge.com.sa

www.globalknowledge.com/en-sa/

Global Knowledge - KSA, 393 Al-Uroubah Road, Al Worood, Riyadh 3140, Saudi Arabia