

## The Essentials of Webex Calling

**Duration: 180 Days**    **Course Code: CLWXCALL**    **Version: 1.0**    **Delivery Method: Elearning**  
**(Self-paced)**

### 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 Education (CE) Credits

e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

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

## Testing and Certification

**Recommended as preparation for the following exams:**

- There are no exams currently aligned to this course

## 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 Groups
- Paging Group
- Other Admin-Configurable Features

### User-Configurable Webex Calling Features

- Anonymous Call Rejection, Call Waiting and Do Not Disturb
- Selective Calling
- Call Forwarding, Call Notification, Single Number Reach and Priority 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 Communications 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 Head Office 01189 123456 / Northern Office 0113 242 5931

[info@globalknowledge.co.uk](mailto:info@globalknowledge.co.uk)

[www.globalknowledge.com/en-gb/](http://www.globalknowledge.com/en-gb/)

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK