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## Cisco Webex Teams Collaboration Workshop

**Duration: 3 Days    Course Code: N1\_WXTW    Delivery Method: Virtual Learning**

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### Overview:

WXTX (Cisco Webex Teams Workshop) is a 3-day class focused around Cisco Webex Teams, an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, care, whiteboard, and share, regardless of whether they're together or apart—in one continuous work stream before, during, and after meetings. Being able to understand how this works and what the features are is the key focus of this course. NterOne's Webex Teams training should be taken by students who have a working understanding of Cisco Collaboration Products. This Cisco Webex Teams Training will help students be able to describe Cisco Webex Teams, comprehend Cisco Webex Teams Meetings, and grasp Cisco Webex Teams Messaging, among much more. This course is intended to be taken by system engineers, system administrators, architects, and channel partners.

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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### Target Audience:

- System Engineers
  - System Administrators
  - Architects
  - Channel Partners
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### Objectives:

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| ■ <b>After completing this course you should be able to:</b> | ■ Appreciate Cisco Webex Teams Care                                      |
| ■ Describe Cisco Webex Teams                                 | ■ Explain Cisco Webex Teams Management and Administration                |
| ■ Comprehend Cisco Webex Teams Meetings                      | ■ Describe Cisco Webex Teams Service Availability, Ordering, and Support |
| ■ Understand Cisco Webex Teams Messaging                     | ■ Understand Cisco Webex Teams Board                                     |
| ■ Recognize Cisco Webex Teams Calling                        |  |
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### Prerequisites:

**Attendees should meet the following prerequisites:**

- Familiarity with Cisco Collaboration Products
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## Content:

### Module 1: Cisco Webex Teams Overview

- Lesson 1: What is Cisco Webex Teams
- Lesson 2: Webex Teams Delivery
- Lesson 3: Webex Teams Security
- Lesson 4: Webex Teams Collaboration
- Lesson 5: Webex Teams API
- Lesson 6: Meetings
- Lesson 7: Messaging
- Lesson 8: Calling
- Lesson 9: Cisco Webex Teams Spaces
- Lesson 10: Cisco Webex Teams Hybrid Services
- Lesson 11: Cisco Webex Teams Benefits

### Module 2: Cisco Webex Teams Meetings

- Lesson 1: Basic Meetings
- Lesson 2: Instant Messages
- Lesson 3: Schedule Meetings

### Module 3: Cisco Webex Teams Advanced Meetings Overview

- Lesson 1: WebEx Integration
- Lesson 2: Personal Room
- Lesson 3: Cisco Webex Teams Desk and Room Devices and the Cisco Webex Teams Board
- Lesson 4: Cisco Webex Teams Conferencing
- Lesson 5: Cisco Webex Teams Board and Room Device Setup and Use
- Lesson 6: Three ways to enable pairing

### Module 4: Cisco Webex Teams Messaging

- Lesson 1: Cisco Webex Teams Messaging Overview
- Lesson 2: Key Benefits of Cisco Webex Teams Messaging
- Lesson 3: Cisco Webex Teams Messaging Features
- Lesson 4: Cisco Webex Teams (feature in the app)
- Lesson 5: Use Cases

### Module 5: Cisco Webex Teams Board

- Lesson 1: Advanced Interactive Whiteboard
- Lesson 2: No Network, Bluetooth needed
- Lesson 3: Microphones
- Lesson 4: Voice-Tracking Technology
- Lesson 5: Webex Teams Board Application Suite
- Lesson 6: Camera
- Lesson 7: Webex Teams APIs
- Lesson 8: Any Board, anywhere
- Lesson 9: Messaging
- Lesson 10: Setup

### Module 6: Cisco Webex Teams Calling Overview

- Lesson 1: Traditional Calling Features in Cisco Webex Teams
- Lesson 2: Features and Benefits of Cisco Webex Teams Calling
- Lesson 3: Benefits of Mobility and Collaboration Features of Cisco Webex Teams
- Lesson 4: PSTN Calling
- Lesson 5: Phone Support
- Lesson 6: Use Cases

### Module 7: Cisco Webex Teams Care

- Lesson 1: Overview
- Lesson 2: Embedding
- Lesson 3: Experience

### Module 8: Cisco Webex Teams Management and Administration

- Lesson 1: Overview
- Lesson 2: Cisco Cloud Collaboration Management Features and Benefits
- Lesson 3: Management
- Lesson 4: Security
- Lesson 5: Portal

### Module 9: Cisco Webex Teams Service Availability, Ordering, and Support

- Lesson 1: Country Availability
- Lesson 2: Language Support
- Lesson 3: Ordering
- Lesson 4: Support
- Lesson 5: Cisco Capital

### Labs:

- Lab 1: Initial Cisco Collaboration Cloud Organization Configuration: Customer Trial and Configure Active Directory Connector
- Lab 2: Webex Teams Message, Meeting, and Call Configuration
- Lab 3: Hybrid Services: Calendar Service Configuration
- Lab 4: Hybrid Services: Call Service Aware Configuration
- Lab 5: Hybrid Services: Call Service Connect Configuration
- Lab 6: Bulk User Configuration
- Lab 7: Single Sign-on with AD FS Configuration
- Lab 8: Call Routing Features: Hunt Groups and Auto Attendants

## 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