Configuring and Administering Cisco WEBEX (Meetings, Calling, and Messaging) in the Cisco WEBEX

Duration: 5 Days **Course Code: CT_CLOUD-CONFT** **Delivery Method: Virtual Learning**

Overview:

In this Configuring and Administering Cisco WEBEX (Meetings, Calling, and Messaging) in the Cisco WEBEX 5-day instructor-led Cisco Webex Conferencing course delivers a comprehensive, hands-on understanding of provisioning, managing, monitoring, and troubleshooting Cisco Webex Meetings, Calling, and Messaging in enterprise environments. The course is structured to guide learners from foundational Webex architecture and Control Hub administration through advanced hybrid integrations, security, compliance, and operational troubleshooting. Emphasis is placed on real-world deployment scenarios that support hybrid work, scalability, and reliability across cloud and on-premises infrastructures.

Participants gain in-depth experience configuring Cisco Webex Control Hub, performing network planning and readiness assessments, managing users, devices, and workspaces, and administering Webex Meetings and Webex Calling services. The curriculum covers critical integrations such as Microsoft 365, directory synchronization, single sign-on, hybrid calendaring, Video Mesh, Edge Audio, Hybrid Calling, and Webex Edge for devices, along with interoperability for Microsoft Teams. Security, compliance, and visibility are addressed through dedicated modules on Webex cloud security, hybrid data security, compliance APIs, analytics, and reporting.

Extensive hands-on labs reinforce each topic, enabling students to configure services, validate integrations, apply digital signage, automate workflows using APIs and macros, and troubleshoot real operational issues using analytics and diagnostic tools. By the end of the course, learners are prepared to confidently deploy, operate, secure, and support Cisco Webex collaboration services at scale, ensuring high-quality user experiences and resilient collaboration platforms in modern enterprise networks.

Updated November 2026

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.

Target Audience:

The primary audience for this course is as follows:

This course is ideally suited for professionals involved in the deployment and management of communication networks within settings, specifically those who focus on integrating, managing, and troubleshooting the Webex Environment. The ideal candidates include:

- Network Administrators and Engineers
- Meeting Administrators and Engineers
- Collaboration Administrators and Engineers
- Collaboration Sales and Systems Engineers
- Voice / UC / Collaboration / Communications Engineers

Objectives:

- After this course participants should be able to:
- Configure and administer Cisco Webex Control Hub, users, devices, and workspaces.
- Deploy and manage Webex Meetings, Calling, Messaging, and collaboration services.
- Integrate Webex with Microsoft 365, Azure AD, Single Sign-On, and Microsoft Teams.
- Implement Webex security, compliance, hybrid services, and cloud integrations.
- Monitor, troubleshoot, and optimize Webex environments using analytics and diagnostic tools.

Prerequisites:

- N/A

Testing and Certification

- None

Follow-on-Courses:

- None

Content:

Module 1: Configure Webex Control Hub

- Webex Overview
- Webex Meeting Overview
- Webex Hybrid Services Overview
- Webex Messaging and Calling Overview

Module 2: Network Planning, and Network Assessment

- Webex Administration Client Requirements
- Network Requirements
- Network Assessment for Webex
- Hybrid Work Readiness Assessment

Module 3: Webex Control Hub

- Control Hub Overview
- Organization Settings
- Adding Users
- Adding Devices
- Adding Workspaces
- Administration Panels
- User Portal

Module 4: Webex Room Systems, Device, and Clients

- Webex Portfolio and Features
- Webex Desk Series
- Webex Room Kits
- Webex Room Devices
- Webex Board Pro
- Webex Room Navigator
- SX / DX Devices
- Webex Room OS 11
- Webex Device States
- Webex Calling Devices
- Webex Meeting App
- Webex App
- Webex Web Interface
- Webex Mobile Clients
- Device Use Cases

Module 5: Webex Meetings

- Webex Meeting Platform
- Webex Experience and Features
- Cisco Webex Layouts and Screen
- Schedule and Starting Meetings
- Cisco Webex Events
- Webex Meeting Site Administration
- Webex Meeting Templates

Module 6: Webex Hybrid Calendaring Services

- Hybrid Calendar Services
- Calendar Services
- Expressway C Settings
- Manage Certificates
- Configure Connector Management

Module 7: Webex Calling

Module 14: Webex Services Security

- Introduction - Webex Cloud Security
- Security - Visibility and Firewalls
- Hybrid Data Security
- Custom Security Settings

Module 15: Webex Edge Audio

- Edge Audio Overview
- Edge Audio Configuration
- Unified Communications Manager Configuration
- Expressway Configuration
- Control Hub Configuration

Module 16: Webex Services - Compliance

- Compliance Overview
- Webex Compliance APIs
- Webex Control Hub Compliance Configuration

Module 17: Monitoring, Analytics, and Troubleshooting

- Webex Monitoring, Analytics, and Troubleshooting Overview
- Webex Sites Status
- Webex Meetings Analytics > Engagement
- Webex Meetings Analytics > Participants
- Webex Meetings Analytics > VoIP Quality
- Webex Meetings Analytics > Video Quality
- Webex Meetings Analytics > Join Meeting Time
- Webex Meetings Analytics > Audio
- Webex Analytics > Messaging
- Webex Analytics > Calling
- Webex Analytics > Devices
- Webex Analytics > Video Mesh
- Webex Troubleshooting
- Webex Reporting

Module 18: Webex Integration with Slack

- Slack / Webex Integration Overview

Module 19: Webex Integration with Slido

- Slido Overview
- Slido Deployment
- User Experience and Workflow
- Data Management
- Integration Tools

Module 20: Webex APIs, Integrations and Macros

- Webex APIs
- Integrations
- Device Programmability and Macros

Lab 4: Adding and Configuring Webex Devices

Lab 5: Organizational Settings

Lab 6: Administrating Workspaces

Lab 7: Configuring Calling Features

Lab 8: Webex Meeting Administration

Lab 9. Pro Pack for Cisco Webex Control Hub

Lab 10: Applying Digital Signage To Devices

Lab 11: Using the Webex User Hub

Lab 12: Troubleshooting Webex Meetings

Lab 13: Monitoring and Troubleshooting Webex Calling

Lab 14: Webex Messaging Administration

- Webex Calling Overview
- Webex Calling Architectures
- Webex Calling Configuration
- Webex Calling Features
- Webex Calling Service Settings
- Webex Calling Client Settings
- Webex Calling Provisioning
- Webex Calling Migration
- Webex Calling, U.S. Emergency Call Handling

Module 8: Webex Directory Synchronization, Azure AD Integration into Webex, and Single Sign-On

- Directory Synchronization
- Integrate O365 with Webex
- Single Sign-On with Azure
- Single Sign-On with ADFS

Module 9: Webex Edge

- Introduction to Webex Edge for Devices
- Webex Edge Device Connector
- Registering Multiple Devices to the Cloud
- Cloud Features for On-Premises Devices
- Hybrid Calling for Webex Devices: Configuration
- Device Configuration
- Bulk Configuration

Module 10: Webex Hybrid Calendaring Services

- Hybrid Calendar Overview
- Hybrid Calendar Scheduling
- Deploying Hybrid Calendaring
- Expressway C Configuration for Hybrid Calendar

Module 11: Configuring Webex Services Video Mesh

- Video Mesh Overview
- Video Mesh Deployment
- Webex Video Mesh Node Discovery
- Mesh Node - Call Control Integrations
- Mesh Node - Distributed Architecture

Module 12: Webex Hybrid Calling

- Hybrid Calling Overview
- Hybrid Calling Scenario
- Hybrid Calling Configuration

Module 13: Microsoft Teams Integration

- Video Integration with Microsoft Teams (VIMT) Overview
- Cloud Video Interop (CVI) enabled vs Direct Guest Join (WebRTC)
- Cisco Webex Video Integration for Microsoft Teams (VIMT) Architecture
- WebRTC Architecture

Module 21: Digital Signage

- Webex Digital Signage
- Digital Signage Configuration using Cisco Webex Control Hub
- Appspace

Lab Outline

Lab 0: Connect to CTCLC Lab

Lab 1: Connecting to the Webex Calling Lab

Lab 2: Verify and Troubleshoot Network Connectivity

Lab 3: Initial Control Hub Configuration

- Deploying Video Integration with Microsoft Teams

Further Information:

For More information, or to book your course, please call us on +1 (800) 268 7737

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