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Deploying, Administering, and Troubleshooting Cisco WEBEX Calling for Government v4.0 (WEBEX-CALL-GOV)

Deploying, Administering, and Troubleshooting Cisco WEBEX Calling for Government v4.0 (WEBEX-CALL-GOV)

This five-day, hands-on, instructor-led Webex Calling course offers detailed insights into configuring, deploying, and troubleshooting Webex Calling for Federal and State Government deployments. Participants will learn the capabilities of Webex Calling and the network requirements for implementing Webex Calling Locations. The course covers configuring Webex initial settings within the Webex Control Hub, adding and managing users with Cisco Unified Communications Manager (CUCM), and Active Directory. Students will gain expertise in deploying and migrating devices like 6800, 7800, and 8800 Series Phones, Desk Pro, and Room Devices, with hands-on labs for practical learning.

How you'll benefit

This class will help you:

- Comprehensive skill set for effective Webex Calling Management
- Hands-on experience in Configuring, Deploying, and Troubleshooting Webex Calling
- Proficiency in utilizing tools for Monitoring and Analysis
- Directory Users

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10% rated by Cisco
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs run up to Date Code for all our courses

Who Should Attend

The primary audience for this course is as follows:

- Network Engineers
- System Administrators
- Telecommunications Specialists
- IT Professionals in Government Agencies
- Technical Support Staff
- Cisco Certified Professionals

Course Duration
5 days
Course Price
$4,495.00 or 45 CLCs
Methods of Delivery
- Instructor Led
- Virtual ILT
- On-Site

Module 0: Course Introduction

Module 1: Webex for Government Overview
- Module Topics
- Lesson 1: Webex Product Overview for Government Deployment
- Lesson 2: Webex Calling for Government Overview
- Lesson 3: Webex Meeting for Government Overview
- Lesson 4: Webex Hybrid Services and Integrations for Government
- Lesson 5: Webex Messaging for Government Overview
- Lesson 6: Webex Control Hub Monitoring for Government Overview
- Module Summary

Module 2: Webex Calling for Government Overview
- Module Topics
- Lesson 1: Webex Calling for Government Overview
- Lesson 2: Webex Calling Differentiators for Government Deployment
- Lesson 3: Hybrid Webex Calling Use Cases for Government
- Module Summary

Module 3: Network Planning, Network Assessment, and Security
- Module Topics
- Lesson 1: Webex Administration Client Requirements
- Lesson 2: Network Requirements
- Lesson 3: Network Assessment for Webex
- Lesson 4: Webex Calling Ports and Protocols
- Lesson 5: Webex Calling Migration Considerations
- Lesson 6: Security Beyond FedRAMP Requirements
- Module Summary

Module 4: Webex Phones, Devices, and Accessories for Webex Calling
- Module Topics
- Lesson 1: Webex Calling Devices Overview
- Lesson 2: Webex Calling Phones
- Lesson 3: Webex Calling DECT Phones
- Lesson 4: Webex App Calling Features
- Lesson 5: Webex Calling Wireless Phones
- Lesson 6: Webex Calling Conference Phones
- Lesson 7: Webex Calling Mobile Clients
- Lesson 8: Webex Calling Devices
- Lesson 9: Webex Calling Headsets
- Lesson 10: Webex Calling ATA Devices
- Module Summary

Module 5: Adding Phones and Devices for Government Deployment
- Module Topics
- Lesson 1: Adding a User Assigned Phone for Government
- Lesson 2: Adding a Personal Collaboration Device for Government Use

- Lesson 3: Common Area Phone Deployments for Government Spaces
- Lesson 4: Deploying a Shared Collaboration Device in Government Settings
- Module Summary

Module 6: Webex Calling Migration
- Module Topics
- Lesson 1: Webex Calling / CUCM Migration Concepts
- Lesson 2: Webex Calling Phone Migration
- Module Summary

Module 7: Webex Control Hub Administration
- Module Topics
- Lesson 1: Control Hub Overview
- Lesson 2: Organization Settings and Templates for Webex
- Lesson 3: Licensing
- Lesson 4: Adding Users
- Lesson 5: Webex Groups
- Lesson 6: Webex Locations
- Lesson 7: Webex Templates
- Lesson 8: Webex Apps and Integrations Webex Apps and Integrations
- Lesson 9: Configuring Users for Calling
- Lesson 10: Administration Panels
- Module Summary

Module 8: Webex Directory Synchronization and Single Sign-On
- Module Topics
- Lesson 1: User Provisioning for Gov
- Lesson 2: Directory Synchronization with Active Directory
- Lesson 3: Single Sign-On with ADFS
- Module Summary

Module 9: Configuring Webex Calling Settings and Features for Government
- Module Topics
- Lesson 1: Feature Overview for Government
- Lesson 2: Webex Calling - Service Settings for Government
- Lesson 3: Webex Calling - Client Settings for Government
- Lesson 4: Auto Attendant for Government
- Lesson 5: Call Park Extension & Call Park Group for Government
- Lesson 6: Call Pickup for Government
- Lesson 7: Call Queues for Government
- Lesson 8: DECT Network for Government
- Lesson 9: Hunt Groups for Government
- Lesson 10: Single Number Reach for Government
- Lesson 11: Paging Groups for Government
- Lesson 12: Hoteling for Government
- Lesson 13: Hotdesking for Government
- Lesson 14: Virtual Extensions for Government

- Lesson 15: Virtual Lines for Government
- Lesson 16: Shared Line for Government
- Lesson 17: Voicemail Group for Government
- Lesson 18: Announcement Files for Government
- Lesson 19: Executive Assistant for Government
- Lesson 20: Other Call Features for Government
- Module Summary

Module 10: Voice Queues for Government
- Module Topics
- Lesson 1: Webex Voice Queues for Government Overview
- Lesson 2: Webex Voice Queues Features for Government
- Lesson 3: Voice Queues Configuration for Government
- Lesson 4: Agent and Supervisor Experience for Government
- Lesson 5: Customer Experience Essentials (Add-On)
- Module Summary

Module 11: Webex Calling PSTN Options for Government
- Module Topics
- Lesson 1: PSTN Gateway Options and Overview
- Lesson 2: Premises-Based PSTN Architecture
- Lesson 3: CUBE Premises-based Architecture
- Lesson 4: Certificate-based Premises-based PSTN
- Lesson 5: Configuring a Certificate-based PSTN
- Lesson 6: CUBE Configuration Platform Configuration and Certificates
- Lesson 7: CUBE Certificates Configuration
- Lesson 8: CUBE Trunk Enablement Configuration
- Lesson 9: CUBE Call Routing Configuration
- Lesson 10: CUBE High Availability
- Module Summary

Module 12: Implementing Trunks, Route Group Dial Plans in Webex for Gov
- Module Topics
- Lesson 1: Webex Calling for Gov Routing Overview
- Lesson 2: Webex Calling Locations
- Lesson 3: Dial Plans
- Lesson 4: Route Groups, Trunks, and Dial Plans
- Lesson 5: Webex Calling Routing Flows
- Lesson 6: Webex Calling Caller Identity
- Lesson 7: Interworking Webex Calling and Unified CM On-Premise
- Lesson 8: Call Routing with Premises-based PSTN
- Lesson 9: Dial Plan
- Lesson 10: PSTN Migration for Government
- Lesson 11: ICE: Media Path Optimization
- Lesson 12: PSTN for Room Video Systems
- Module Summary

Module 13: Webex Calling PSTN / Gateway Troubleshooting in Government Deployments
- Module Topics
- Lesson 1: PSTN / Gateway Troubleshooting Overview
- Lesson 2: Troubleshooting Government Call Routing
- Lesson 3: Troubleshooting PSTN Calling
- Lesson 4: Troubleshooting Case Study
- Module Summary

Module 14: Webex Calling for Gov U.S. Emergency Call Handling
- Module Topics
- Lesson 1: Emergency Calling Overview
- Lesson 2: Setup E911 Account
- Lesson 3: RedSky Configuration in Government Organizations
- Lesson 4: Webex Calling E911 Configuration
- Lesson 5: Enhanced E911 Phone Tracking
- Module Summary

Module 15: Webex Calling for Government Integration with Microsoft
- Module Topics
- Lesson 1: Webex Calling for Gov for Microsoft Teams
- Lesson 2: Webex Calling for Gov for Microsoft Teams Configuration
- Module Summary

Module 16: Monitoring, Analytics, and Troubleshooting with Webex Control Hub
- Module Topics
- Lesson 1: Webex Calling Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3: Webex Calling Alerts and Webhooks
- Lesson 4: Webex Analytics > Calling
- Lesson 5: Webex Analytics - Calling Media Quality
- Lesson 6: Webex Analytics - Calling Detailed Call History
- Lesson 7: Webex Analytics - Call Queue Stats
- Lesson 8: Webex Analytics - Call Queue Agent Stats
- Lesson 9: Webex Analytics - Live Queue Stats
- Lesson 10: Webex Analytics - Calling Auto-Attendant
- Lesson 11: Webex Troubleshooting
- Lesson 12: Webex Calling Reporting
- Lesson 13: Phone Logs and Problem Reports
- Module Summary

Module 17: Webex Calling Troubleshooting in Government Spaces
- Module Topics
- Lesson 1: Webex Calling Troubleshooting Overview and Tools
- Lesson 2: Understanding SIP Protocol
- Lesson 3: Diagnosing Switch Issues in Gov. Environments
- Lesson 4: Troubleshooting Device Registration for Gov.
- Lesson 5: Troubleshooting Phone and Soft Client Issues

- Lesson 6: Troubleshooting Media Quality in Government
- Lesson 7: Troubleshooting Webex Authentication
- Lesson 8: Troubleshooting User Onboarding and Provisioning
- Module Summary

Module 18: Webex Calling APIs for Government Use
- Module Topics
- Lesson 1: Webex APIs Basics
- Lesson 2: Webex Calling APIs
- Lesson 3: Webex Calling AIs
- Module Summary