

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

Course Duration: 40 Hours

Course Code: CWBX-CA

1. Course Overview

This course is designed to provide IT professionals, administrators, and collaboration specialists with the skills required to configure, manage, and administer Cisco Webex solutions. Participants will learn to manage Webex Meetings, Calling, and Messaging, ensuring seamless collaboration experiences across organizations. The training also covers security, integration, and troubleshooting to optimize productivity using Cisco Webex tools.

2. What You'll Learn?

By the end of this course, you will be able to:

- Understand the Cisco Webex architecture and deployment options.
- Configure Webex Meetings, Messaging, and Calling services.
- Manage users, licenses, and security policies in the Webex Control Hub.
- Integrate Webex with Cisco and third-party applications.
- Troubleshoot common issues in Webex Meetings, Calling, and Messaging.
- Implement best practices for secure collaboration.

3. Target Audience

This course is ideal for:

- Collaboration administrators
- IT professionals managing enterprise communication solutions
- Network and system engineers
- Cisco channel partners and resellers
- Anyone responsible for configuring and supporting Cisco Webex solutions

4. Pre-Requisites

Participants should have:

- Basic knowledge of networking concepts (IP, DNS, VPNs)
- Familiarity with Cisco collaboration tools (recommended but not mandatory)
- Understanding of enterprise communication systems

5. Course Content

Module 1: Introduction to Cisco Webex

- Overview of Cisco Webex solutions
- Webex architecture and deployment models
- Webex Control Hub introduction

Module 2: Configuring Webex Control Hub

- User and license management
- Security and compliance settings
- Organizational policies

Module 3: Webex Meetings Administration

- Scheduling and hosting meetings
- Meeting configuration and customization
- Recording, reporting, and troubleshooting

Module 4: Webex Messaging Configuration

- Team spaces, messaging features, and integrations
- File sharing, security, and compliance in messaging
- Managing notifications and settings

Module 5: Webex Calling Setup

- Configuring Webex Calling services
- PSTN connectivity and dial plans
- Call policies, features, and troubleshooting

Module 6: Integrations and Advanced Features

- Integration with Microsoft Teams, Outlook, and other apps
- Device management and provisioning
- Advanced collaboration tools and analytics

Module 7: Troubleshooting and Best Practices

- Common issues in Webex Meetings, Calling, and Messaging
- Diagnostic tools and logs
- Best practices for deployment and administration