COMPUTER LEARNING CENTRE
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Training overview

The Essentials of Webex Calling (CLWXCALL)

Description

The **Essentials ofWebex Calling (CLWXCALL)** training 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.

How you'll benefit

Thistraining will helpyou:

- 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
- Earn 18 CE credits toward recertification

Who should enroll

- Collaboration Engineers
- Collaboration Administrators

Technology areas

- Collaboration

Objectives

- 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

There are no prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

- A basic understanding of unified communications
- A basic understanding of cloud-based unified communications solutions

These skills can be found in the following Cisco Learning Offerings:

- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

Outline

- Webex Overview
- Webex Control Hub Overview and Monitoring
- Webex Control Hub Management
- Webex Control Hub Services
- Methods to Add Users to Webex Control Hub
- Methods to Add Devices to Webex Control Hub
- Admin-Configurable Webex Calling Features
- User-Configurable Webex Calling Features
- Webex Calling Public Switched Telephone Network Options
- Routers Supporting Local Gateway
- Deployment Scenarios for Local Gateways
- Local Gateway and Cisco Unified Border Element with High Availability

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- Control Hub Settings for Webex Calling
- Router Settings for Webex Calling
- Webex Calling Troubleshooting

Lab Outline

- Set Up Webex Control Hub
- Add Users to Webex Control Hub
- Configure Admin-Configurable Webex Calling Features
- Configure User-Configurable Webex Calling Features
- Configure High Availability on Cisco Routers
- Configure Webex Control Hub for Webex Calling
- Configure Local Gateway for Webex Calling
- Troubleshooting Issues with Webex Calling