

CLOUD-CONF - CONFIGURING AND ADMINISTERING CISCO WEBEX (MEETINGS, CALLING, AND MESSAGING) IN THE CISCO WEBEX

Course Code: 821659

(CLOUD-CONF) Configuring and Administering Cisco Webex (Meetings, Calling and Messaging) In the Cisco WebEx

This is a 5-day WebEx Conferencing (Meeting/Calling/Messaging) instructor-led course where students will learn how to Provision, Manage, Monitor, and Troubleshoot Cisco WebEx Meetings, Calling, and Messaging. Students will learn to integrate Office 365, Edge Audio, Directory Services, Single Sign-on, Hybrid Mesh Nodes, Hybrid Calendaring, and Hybrid Security with their existing Infrastructure. Student will also learn how to monitor and troubleshoot the WebEx Environment. Student will learn how to use Control Hub to configure the WebEx App and Conferencing Devices.

How you'll benefit

This class will help you:

- Learn how to optimize management of CCE solutions for proactive management of contact centers tasks
- Manage the effects of using CCE solutions for scalability and interaction between the solution components for centralized application management

Use this course towards your Cisco Continuing (CE) Education Credits (40)
Pay by using your Cisco (CLCs) Learning Credits (49)

What You'll Learn

Upon completing this course, the student will be able to meet these objectives:

- Student will learn how to Provision and Manage the WebEx Control Hub
- Student will learn how to register and manage On-Premise Device in Control Hub
- Students will also learn how to Manage, Monitor, and Troubleshoot WebEx Meetings
- Students will also learn how to Manage, Monitor, and Troubleshoot WebEx Calling
- Students will also learn how to Manage, Monitor, and Troubleshoot WebEx Messaging

- Deploy Connected UC Call Service for WebEx Users and WebEx Video Devices
- Students will learn how to Integrate Edge Audio to Integrate Audio
- Students will learn how to Integrate Hybrid Calendaring with Microsoft Exchange, Office 365, or Google Calendar
- Students will learn how to Configure the Hybrid Video Mesh Nodes for Cloud Conferencing
- Students will learn how to Configure the Cisco Directory Connector and Synchronize Active Directory Users
- Students will learn how to Integrate Cisco WebEx Hybrid Data Security
- Students will learn how to Integrate Cisco WebEx Hybrid Message Service to Integrate your existing Jabber and IM&P Infrastructure

Who Needs to Attend

The primary audience for this course is as follows:

- Network Video Administrators
- Collaboration Administrator
- Network Video Engineer
- Voice / UC / Collaboration / Communications Engineer
- Collaboration Sales / Systems Engineer

Prerequisites

To fully benefit from this course, you should have the following knowledge:

- Basic knowledge of WebEx Conferencing

CLOUD-CONF - CONFIGURING AND ADMINISTERING CISCO WEBEX (MEETINGS, CALLING, AND MESSAGING) IN THE CISCO WEBEX

Course Code: 821659

CLASSROOM LIVE

\$4,495 USD

5 Day

Classroom Live Outline

Module 0: Introductions

Module 1: Configure WebEx Control Hub

- Module Topics
- Lesson 1: Webex Overview
- Lesson 2: Webex Meeting Overview
- Lesson 3: Webex Hybrid Services Overview
- Lesson 4: Webex Messaging and Calling Overview
- Module Summary

Module 2: Network Planning, and Network Assessment

- Module Topics
- Lesson 1: Webex Administration Client Requirements
- Lesson 2: Network Requirements
- Lesson 3: Network Assessment for Webex
- Lesson 4: Hybrid Work Readiness Assessment
- Module Summary

Module 3: Webex Control Hub

- Module Topics
- Lesson 1: Control Hub Overview
- Lesson 2: Organization Settings
- Lesson 3: Adding Users
- Lesson 4: Adding Devices
- Lesson 5: Adding Workspaces
- Lesson 6: Administration Panels
- Lesson 7: User Portal

- Module Summary

Module 4: WebEx Room Systems, Device, and Clients

- Module Topics
- Lesson 1: Webex Portfolio and Features
- Lesson 2: Webex Desk Series
- Lesson 3: Webex Room Kits
- Lesson 4: Webex Room Devices
- Lesson 5: Webex Board Pro
- Lesson 6: Webex Room Navigator
- Lesson 7: SX / DX Devices
- Lesson 8: Webex Room OS 11
- Lesson 9: Webex Device States
- Lesson 10: Webex Calling Devices
- Lesson 11: Webex Meeting App
- Lesson 12: Webex App
- Lesson 13: Webex Web Interface
- Lesson 14: Webex Mobile Clients
- Lesson 15: Device Use Cases
- Module Summary

Module 5: WebEx Meetings

- Module Topics
- Lesson 1: Webex Meeting Platform
- Lesson 2: Webex Experience and Features
- Lesson 3: Cisco Webex Layouts and Screen
- Lesson 4: Schedule and Starting Meetings
- Lesson 5: Cisco Webex Events
- Lesson 6: WebEx Meeting Site Administration
- Lesson 7: Webex Meeting Templates
- Module Summary

Module 6: Webex Hybrid Calendaring Services

- Module Topics
- Lesson 1: Hybrid Calendar Services
- Lesson 2: Calendar Services
- Lesson 3: Expressway C Settings
- Lesson 4: Manage Certificates
- Lesson 5: Configure Connector Management
- Module Summary

Module 7: WebEx Calling

- Module Topics
- Lesson 1: Webex Calling Overview
- Lesson 2: Webex Calling Architectures
- Lesson 3: Webex Calling Configuration
- Lesson 4: Webex Calling Features

- Lesson 5: Webex Calling Service Settings
- Lesson 6: Webex Calling Client Settings
- Lesson 7: Webex Calling Provisioning
- Lesson 8: Webex Calling Migration
- Lesson 9: Webex Calling, U.S. Emergency Call Handling
- Module Summary

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

- Module Topics
- Lesson 1: Directory Synchronization
- Lesson 2: Integrate O365 with Webex
- Lesson 3: Single Sign-On with Azure
- Lesson 4: Single Sign-On with ADFS
- Module Summary

Module 9: WebEx Edge

- Module Topics
- Lesson 1: Introduction to Webex Edge for Devices
- Lesson 2: Webex Edge Device Connector
- Lesson 3: Registering Multiple Devices to the Cloud
- Lesson 4: Cloud Features for On-Premises Devices
- Lesson 5: Hybrid Calling for Webex Devices: Configuration
- Lesson 6: Device Configuration
- Lesson 7: Bulk Configuration
- Module Summary

Module 10: Webex Hybrid Calendaring Services

- Module Topics
- Lesson 1: Hybrid Calendar Overview
- Lesson 2: Hybrid Calendar Scheduling
- Lesson 3: Deploying Hybrid Calendaring
- Lesson 4: Expressway C Configuration for Hybrid Calendar
- Module Summary

Module 11: Configuring WebEx Services Video Mesh

- Module Topics
- Lesson 1: Video Mesh Overview
- Lesson 2: Video Mesh Deployment
- Lesson 3: Webex Video Mesh Node Discovery
- Lesson 4: Mesh Node - Call Control Integrations
- Lesson 5: Mesh Node - Distributed Architecture
- Module Summary

Module 12: WebEx Hybrid Calling

- Module Topics
- Lesson 1: Hybrid Calling Overview
- Lesson 2: Hybrid Calling Scenario

- Lesson 3: Hybrid Calling Configuration
- Module Summary

Module 13: Microsoft Teams Integration

- Module Topics
- Lesson 1: Video Integration with Microsoft Teams (VIMT) Overview
- Lesson 2: Cloud Video Interop (CVI) enabled vs Direct Guest Join (WebRTC)
- Lesson 3: Cisco Webex Video Integration for Microsoft Teams (VIMT) Architecture
- Lesson 4: WebRTC Architecture
- Lesson 5: Deploying Video Integration with Microsoft Teams
- Module Summary

Module 14: WebEx Services Security

- Module Topics
- Lesson 1: Introduction – Webex Cloud Security
- Lesson 2: Security – Visibility and Firewalls
- Lesson 3: Hybrid Data Security
- Lesson 4: Custom Security Settings
- Module Summary

Module 15: WebEx Edge Audio

- Module Topics
- Lesson 1: Edge Audio Overview
- Lesson 2: Edge Audio Configuration
- Lesson 3: Unified Communications Manager Configuration
- Lesson 4: Expressway Configuration
- Lesson 5: Control Hub Configuration
- Module Summary

Module 16: WebEx Services - Compliance

- Module Topics
- Lesson 1: Compliance Overview
- Lesson 2: Webex Compliance APIs
- Lesson 3: Webex Control Hub Compliance Configuration
- Module Summary

Module 17: Monitoring, Analytics, and Troubleshooting

- Module Topics
- Lesson 1: Webex Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3.1: Webex Meetings Analytics > Engagement
- Lesson 3.2: Webex Meetings Analytics > Participants
- Lesson 3.3: Webex Meetings Analytics > VoIP Quality
- Lesson 3.4: Webex Meetings Analytics > Video Quality
- Lesson 3.5: Webex Meetings Analytics Join Meeting Time
- Lesson 3.6: Webex Meetings Analytics > Audio
- Lesson 4: Webex Analytics > Messaging

- Lesson 5: Webex Analytics > Calling
- Lesson 6: Webex Analytics > Devices
- Lesson 7: Webex Analytics > Video Mesh
- Lesson 8: Webex Troubleshooting
- Lesson 9: Webex Reporting
- Module Summary

Module 18: Webex Integration with Slack

- Module Topics
- Lesson 1: Slack / Webex Integration Overview
- Module Summary

Module 19: Webex Integration with Slido

- Module Topics
- Lesson 1: Slido Overview
- Lesson 2: Slido Deployment
- Lesson 3: User Experience and Workflow
- Lesson 4: Data Management
- Lesson 5: Integration Tools
- Module Summary

Module 20: Webex APIs, Integrations and Macros

- Module Topics
- Lesson 1: Webex APIs
- Lesson 2: Integrations
- Lesson 3: Device Programmability and Macros
- Module Summary

Module 21: Digital Signage

- Module Topics
- Lesson 1: Webex Digital Signage
- Lesson 2: Digital Signage Configuration using Cisco Webex Control Hub
- Lesson 3 Appspace
- Module Summary

Classroom Live Labs

Lab Outline

- Lab 1: Initial Cisco WebEx Control Hub Organization Configuration
- Lab 2: Configuring WebEx Control Hub
- Lab 3: Configuring a Room Device
- Lab 4: Configuring WebEx Meetings
- Lab 5: Configuring WebEx Cloud - Connected UC
- Lab 6: Configuring WebEx Messaging
- Lab 7: WebEx Hybrid Calendar Service
- Lab 8: WebEx Edge for Devices
- Lab 9: WebEx Edge Audio

- Lab 10: WebEx Video Mesh
- Lab 11: WebEx Calling
- Lab 12: O365 Integrations to WebEx App
- Lab 13: WebEx Monitoring and Troubleshooting
- Lab 14: Cisco WebEx Control Hub
 - ☒ Compliance Office Role
 - ☒ Generating Data for Searching
 - ☒ Compliance - Flexible Retention Policy
 - ☒ Security - Enforcing PIN Lock
 - ☒ Block External Communication
 - ☒ File Sharing Controls
 - ☒ Revoke Access
- Lab 15: Single Sign-On (SSO) Configuration with AD FS
 - ☒ Cisco WebEx Password Reset Procedures
 - ☒ Directory Connector Configuration

CLOUD-CONF - CONFIGURING AND ADMINISTERING CISCO WEBEX (MEETINGS, CALLING, AND MESSAGING) IN THE CISCO WEBEX

Course Code: 821659

VIRTUAL CLASSROOM LIVE

\$4,495 USD

5 Day

Virtual Classroom Live Outline

Module 0: Introductions

Module 1: Configure WebEx Control Hub

- Module Topics
- Lesson 1: Webex Overview
- Lesson 2: Webex Meeting Overview
- Lesson 3: Webex Hybrid Services Overview
- Lesson 4: Webex Messaging and Calling Overview
- Module Summary

Module 2: Network Planning, and Network Assessment

- Module Topics
- Lesson 1: Webex Administration Client Requirements
- Lesson 2: Network Requirements
- Lesson 3: Network Assessment for Webex
- Lesson 4: Hybrid Work Readiness Assessment
- Module Summary

Module 3: Webex Control Hub

- Module Topics
- Lesson 1: Control Hub Overview
- Lesson 2: Organization Settings
- Lesson 3: Adding Users
- Lesson 4: Adding Devices
- Lesson 5: Adding Workspaces
- Lesson 6: Administration Panels
- Lesson 7: User Portal

- Module Summary

Module 4: WebEx Room Systems, Device, and Clients

- Module Topics
- Lesson 1: Webex Portfolio and Features
- Lesson 2: Webex Desk Series
- Lesson 3: Webex Room Kits
- Lesson 4: Webex Room Devices
- Lesson 5: Webex Board Pro
- Lesson 6: Webex Room Navigator
- Lesson 7: SX / DX Devices
- Lesson 8: Webex Room OS 11
- Lesson 9: Webex Device States
- Lesson 10: Webex Calling Devices
- Lesson 11: Webex Meeting App
- Lesson 12: Webex App
- Lesson 13: Webex Web Interface
- Lesson 14: Webex Mobile Clients
- Lesson 15: Device Use Cases
- Module Summary

Module 5: WebEx Meetings

- Module Topics
- Lesson 1: Webex Meeting Platform
- Lesson 2: Webex Experience and Features
- Lesson 3: Cisco Webex Layouts and Screen
- Lesson 4: Schedule and Starting Meetings
- Lesson 5: Cisco Webex Events
- Lesson 6: WebEx Meeting Site Administration
- Lesson 7: Webex Meeting Templates
- Module Summary

Module 6: Webex Hybrid Calendaring Services

- Module Topics
- Lesson 1: Hybrid Calendar Services
- Lesson 2: Calendar Services
- Lesson 3: Expressway C Settings
- Lesson 4: Manage Certificates
- Lesson 5: Configure Connector Management
- Module Summary

Module 7: WebEx Calling

- Module Topics
- Lesson 1: Webex Calling Overview
- Lesson 2: Webex Calling Architectures
- Lesson 3: Webex Calling Configuration
- Lesson 4: Webex Calling Features

- Lesson 5: Webex Calling Service Settings
- Lesson 6: Webex Calling Client Settings
- Lesson 7: Webex Calling Provisioning
- Lesson 8: Webex Calling Migration
- Lesson 9: Webex Calling, U.S. Emergency Call Handling
- Module Summary

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

- Module Topics
- Lesson 1: Directory Synchronization
- Lesson 2: Integrate O365 with Webex
- Lesson 3: Single Sign-On with Azure
- Lesson 4: Single Sign-On with ADFS
- Module Summary

Module 9: WebEx Edge

- Module Topics
- Lesson 1: Introduction to Webex Edge for Devices
- Lesson 2: Webex Edge Device Connector
- Lesson 3: Registering Multiple Devices to the Cloud
- Lesson 4: Cloud Features for On-Premises Devices
- Lesson 5: Hybrid Calling for Webex Devices: Configuration
- Lesson 6: Device Configuration
- Lesson 7: Bulk Configuration
- Module Summary

Module 10: Webex Hybrid Calendaring Services

- Module Topics
- Lesson 1: Hybrid Calendar Overview
- Lesson 2: Hybrid Calendar Scheduling
- Lesson 3: Deploying Hybrid Calendaring
- Lesson 4: Expressway C Configuration for Hybrid Calendar
- Module Summary

Module 11: Configuring WebEx Services Video Mesh

- Module Topics
- Lesson 1: Video Mesh Overview
- Lesson 2: Video Mesh Deployment
- Lesson 3: Webex Video Mesh Node Discovery
- Lesson 4: Mesh Node - Call Control Integrations
- Lesson 5: Mesh Node - Distributed Architecture
- Module Summary

Module 12: WebEx Hybrid Calling

- Module Topics
- Lesson 1: Hybrid Calling Overview
- Lesson 2: Hybrid Calling Scenario

- Lesson 3: Hybrid Calling Configuration
- Module Summary

Module 13: Microsoft Teams Integration

- Module Topics
- Lesson 1: Video Integration with Microsoft Teams (VIMT) Overview
- Lesson 2: Cloud Video Interop (CVI) enabled vs Direct Guest Join (WebRTC)
- Lesson 3: Cisco Webex Video Integration for Microsoft Teams (VIMT) Architecture
- Lesson 4: WebRTC Architecture
- Lesson 5: Deploying Video Integration with Microsoft Teams
- Module Summary

Module 14: WebEx Services Security

- Module Topics
- Lesson 1: Introduction – Webex Cloud Security
- Lesson 2: Security – Visibility and Firewalls
- Lesson 3: Hybrid Data Security
- Lesson 4: Custom Security Settings
- Module Summary

Module 15: WebEx Edge Audio

- Module Topics
- Lesson 1: Edge Audio Overview
- Lesson 2: Edge Audio Configuration
- Lesson 3: Unified Communications Manager Configuration
- Lesson 4: Expressway Configuration
- Lesson 5: Control Hub Configuration
- Module Summary

Module 16: WebEx Services - Compliance

- Module Topics
- Lesson 1: Compliance Overview
- Lesson 2: Webex Compliance APIs
- Lesson 3: Webex Control Hub Compliance Configuration
- Module Summary

Module 17: Monitoring, Analytics, and Troubleshooting

- Module Topics
- Lesson 1: Webex Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3.1: Webex Meetings Analytics > Engagement
- Lesson 3.2: Webex Meetings Analytics > Participants
- Lesson 3.3: Webex Meetings Analytics > VoIP Quality
- Lesson 3.4: Webex Meetings Analytics > Video Quality
- Lesson 3.5: Webex Meetings Analytics Join Meeting Time
- Lesson 3.6: Webex Meetings Analytics > Audio
- Lesson 4: Webex Analytics > Messaging

- Lesson 5: Webex Analytics > Calling
- Lesson 6: Webex Analytics > Devices
- Lesson 7: Webex Analytics > Video Mesh
- Lesson 8: Webex Troubleshooting
- Lesson 9: Webex Reporting
- Module Summary

Module 18: Webex Integration with Slack

- Module Topics
- Lesson 1: Slack / Webex Integration Overview
- Module Summary

Module 19: Webex Integration with Slido

- Module Topics
- Lesson 1: Slido Overview
- Lesson 2: Slido Deployment
- Lesson 3: User Experience and Workflow
- Lesson 4: Data Management
- Lesson 5: Integration Tools
- Module Summary

Module 20: Webex APIs, Integrations and Macros

- Module Topics
- Lesson 1: Webex APIs
- Lesson 2: Integrations
- Lesson 3: Device Programmability and Macros
- Module Summary

Module 21: Digital Signage

- Module Topics
- Lesson 1: Webex Digital Signage
- Lesson 2: Digital Signage Configuration using Cisco Webex Control Hub
- Lesson 3 Appspace
- Module Summary

Virtual Classroom Live Labs

Lab Outline

- Lab 1: Initial Cisco WebEx Control Hub Organization Configuration
- Lab 2: Configuring WebEx Control Hub
- Lab 3: Configuring a Room Device
- Lab 4: Configuring WebEx Meetings
- Lab 5: Configuring WebEx Cloud - Connected UC
- Lab 6: Configuring WebEx Messaging
- Lab 7: WebEx Hybrid Calendar Service
- Lab 8: WebEx Edge for Devices
- Lab 9: WebEx Edge Audio

- Lab 10: WebEx Video Mesh
- Lab 11: WebEx Calling
- Lab 12: O365 Integrations to WebEx App
- Lab 13: WebEx Monitoring and Troubleshooting
- Lab 14: Cisco WebEx Control Hub
 - ☒ Compliance Office Role
 - ☒ Generating Data for Searching
 - ☒ Compliance - Flexible Retention Policy
 - ☒ Security - Enforcing PIN Lock
 - ☒ Block External Communication
 - ☒ File Sharing Controls
 - ☒ Revoke Access
- Lab 15: Single Sign-On (SSO) Configuration with AD FS
 - ☒ Cisco WebEx Password Reset Procedures
 - ☒ Directory Connector Configuration

Aug 10 - 14, 2026 | 8:00 AM - 5:00 PM CDT

Oct 19 - 23, 2026 | 8:00 AM - 5:00 PM CDT

Nov 9 - 13, 2026 | 8:00 AM - 5:00 PM CST

Dec 7 - 11, 2026 | 8:00 AM - 5:00 PM CST

CLOUD-CONF - CONFIGURING AND ADMINISTERING CISCO WEBEX (MEETINGS, CALLING, AND MESSAGING) IN THE CISCO WEBEX

Course Code: 821659

PRIVATE GROUP TRAINING

5 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

Date created: 6/18/2026 10:20:43 AM

Copyright © 2026 Global Knowledge Training LLC. All Rights Reserved.