

WEBEX CALLING PREMISE-BASED PSTN, CONFIGURATION AND TROUBLESHOOTING FOR GOVERNMENT V1.0 (WEBEX-CALL-PSTN-GOV)

Course Code: 860066

This comprehensive three-day, instructor-led, hands-on course focuses on deploying Premise-Based PSTN Gateways for Webex Calling in government contexts. Participants will explore network requirements, protocols, and ports needed for integrating Webex Calling Gov Cloud with Premise-Based PSTN Gateways. Using the Control Hub, attendees will configure Webex Calling Locations, Trunks, Route Groups, Dial Plans, and PSTN Gateways, with a focus on practical, hands-on learning. The course also covers Command Line Interface (CLI) configuration, registration-based vs. certificate-based PSTN configurations, and advanced troubleshooting using tools like Wireshark.

Course Highlights:

Network Requirements and Configuration: Understand essential infrastructure and protocols for Webex Calling Gateway deployment, with hands-on CLI configuration and integration with Webex Calling Gov Cloud.

Ensuring CUBE High Availability: Learn high availability features of Cisco Unified Border Element (CUBE) for maintaining continuous communication services in government settings.

Dial Plans, Route Groups, and Trunks: Configure Webex Calling dial plans, route groups, and trunks for efficient communication strategies and integration with PSTN.

Monitoring and Troubleshooting: Use diagnostic tools and logging capabilities to troubleshoot Webex Calling deployments, focusing on call routing, connectivity, and redundancy issues.

Advanced Troubleshooting with Wireshark: Leverage packet captures and analysis for advanced diagnostic techniques in security-conscious government environments.

What You'll Learn

Course Objectives:

- Understanding Network Requirements, Protocols, and Ports for Webex Calling

Gateways

- Configuring Webex Calling Locations, Trunks, Route Groups, Dial Plans, Premise-Based PSTN Gateways
- Ensuring CUBE High Availability and Site Survivability Gateways
- Webex Calling Dial Plans, Route Groups, and Trunks
- Monitoring and Troubleshooting Webex Calling Components
- PSTN CLI Troubleshooting
- Advanced Troubleshooting with Packet Captures Using Wireshark

Who Needs to Attend

This course is ideally suited for professionals involved in the Configuration and Troubleshooting of Webex Calling communication networks within government settings, specifically those who focus on integrating Webex Calling solutions with Premise-Based Public Switched Telephone Network (PSTN) Gateways. The ideal candidates include:

- **Network Engineers:** Professionals responsible for designing, implementing, and maintaining network infrastructure, including voice and data communication systems
- **System Administrators:** Individuals who manage and configure network systems, ensuring reliable operation of telecommunication services
- **Telecommunications Specialists:** Experts who specialize in the deployment and maintenance of telecommunication systems, including VoIP and PSTN solutions
- **IT Professionals in Government Agencies:** Those working within government agencies who require secure and reliable communication systems that comply with specific governmental standards
- **Technical Support Staff:** Personnel providing technical support for Webex Calling and associated telecommunication systems
- **Cisco Certified Professionals:** Individuals holding Cisco certifications aiming to deepen their expertise in Cisco Unified Communication Manager and Cisco Unified Border Element configurations

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CLASSROOM LIVE

\$4,195 CAD

3 Day

Classroom Live Outline

Module 0: Course Introductions

Module 1: Webex for Government Overview

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

Module 2: Webex Calling for Government Overview

- 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

- 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: Security Beyond FedRAMP Requirements
- Module Summary

Module 4: Webex Control Hub Administration

- Lesson 1: Control Hub Overview
- Lesson 2: Organization Settings and Templates for Webex
- Lesson 3: Webex Groups
- Lesson 4: Webex Locations

- Lesson 5: Webex Templates
- Lesson 6: Configuring Users for Calling
- Lesson 7: Troubleshooting Users
- Lesson 8: Administration Panels
- Module Summary

Module 5: Webex Calling PSTN Options for Government

- 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 6: Implementing Trunks, Route Group Dial Plans in Webex for Government

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

Module 7: Webex Calling PSTN / Gateway Troubleshooting in Government Deployments

- Lesson 1: PSTN / Gateway Troubleshooting Overview
- Lesson 2: Troubleshooting Government Call Routing
- Lesson 3: Troubleshooting PSTN Calling
- Lesson 4: Troubleshooting Case Study
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Module 5: Webex Calling PSTN Options for Government

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May 11 - 13, 2026 | 9:00 AM - 5:00 PM CST

Aug 31 - Sep 2, 2026 | 9:00 AM - 5:00 PM CST

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