

# WEBEX CALLING MONITORING AND TROUBLESHOOTING FOR GOVERNMENT V1.0 (WEBEX-CALL-TSHOOT-GOV)

Course Code: 860067

This comprehensive four-day, instructor-led, hands-on course is designed specifically for professionals in government communications, offering in-depth strategies for monitoring and resolving issues within the Webex Calling environment on Webex Calling for Government (GOV). The course begins with an introduction to the Webex Control Hub's monitoring and troubleshooting capabilities, equipping students with the skills to manage Webex Calling environments effectively. It covers critical areas essential for resolving issues and optimizing the performance of Webex services, including the use of Webex Sites Status, Alerts, Webhooks, and detailed Analytics for proactive system management.

## Course Highlights:

**Network Requirements for Webex Calling Gateways:** Understand essential network infrastructure and protocols for successful Webex Calling Gateway deployment in government settings.

**Monitoring Webex Calling:** Utilize the Webex Control Hub for real-time monitoring of call quality, system performance, and alerts for proactive management.

**Troubleshooting Webex Calling Components:** Learn to troubleshoot common issues, focusing on call routing, connectivity, and media quality, with tools and techniques for effective problem resolution.

**PSTN Gateway CLI Troubleshooting:** Gain skills in diagnosing and resolving issues with Premise-Based PSTN Gateways using the Command Line Interface (CLI).

**Advanced Troubleshooting Techniques:** Explore techniques like Quality of Service (QoS) configuration, bandwidth management, and traffic shaping to optimize network performance.

## What You'll Learn

### Course Objectives:

- Understanding Network Requirements, Protocols, and Ports for Webex Calling Gateways
- Monitoring Webex Calling
- Sending Alerts from the Monitoring System

- Monitoring and Troubleshooting Webex Calling Components
- Troubleshooting Common Issues
- Troubleshooting Webex Calling Media
- Troubleshooting Call Routing
- PSTN Gateway CLI Troubleshooting
- Troubleshooting Webex Calling Features
- Advanced Troubleshooting Techniques

## Who Needs to Attend

This course is ideally suited for professionals involved in the deployment and management of communication networks within government settings, specifically those who focus on Monitoring and Troubleshooting the 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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Course Code: 860067

CLASSROOM LIVE

\$3,895 USD

4 Day

## Classroom Live Outline

### **Module 1: Webex For Government Overview**

- Lesson 1: Webex for Government Product Overview
- Lesson 2: Webex Calling for Government Overview
- Lesson 3: Webex Calling Control Hub Review
- Module Summary

### **Module 2: Troubleshooting Webex Calling Network and WAN Issues**

- Lesson 1: Webex Client Network Requirements
- Lesson 2: Webex Calling Site Network Requirements
- Lesson 3: Network Site Testing for Webex
- Lesson 4: Webex Calling Required Ports and Protocols
- Lesson 5: Network Switch and WAN QoS Requirements
- Module Summary

### **Module 3: Webex Calling Control Hub Troubleshooting Basics**

- Lesson 1: Control Hub Overview
- Lesson 2: Troubleshooting the Webex Service
- Lesson 2: Organization Settings and Templates for Webex Calling
- Lesson 3: Troubleshoot Licensing Issues
- Lesson 4: Troubleshooting Adding Users
- Lesson 5: Troubleshooting Adding Phones
- Lesson 6: Troubleshooting Phone Registration
- Lesson 7: Troubleshooting Phone Operations
- Lesson 8: Troubleshooting Headset Integration with Phones
- Module Summary

### **Module 4: Troubleshooting Webex App Issues with Calling**

- Lesson 1: Webex App Overview
- Lesson 2: Webex App Common Calling Issues

- Lesson 2: Webex Problem Reporting
- Lesson 3: Troubleshoot Webex App Desktop Issues
- Lesson 4: Troubleshooting Webex App Registration Issues
- Lesson 5: Troubleshooting Webex App Call Quality Issues
- Lesson 6: Troubleshooting Webex App Audio and Video Calls
- Module Summary

### **Module 5: Troubleshooting Adding Users, Active Directory Synchronization, Azure AD Integration into Webex, and Single Sign-On**

- Lesson 1: Active Directory / Azure AD Overview
- Lesson 2: Webex Domain Verification Issues
- Lesson 3: Troubleshooting the Directory Connector
- Lesson 4: Troubleshooting Azure AD Synchronization
- Lesson 5: Single Sign - On Troubleshooting
- Module Summary

### **Module 6: Troubleshooting Webex Calling Features**

- Lesson 1: Webex Calling Service Settings
- Lesson 2: Webex Calling Client Settings
- Lesson 3: Troubleshooting Location Settings
- Lesson 4: Troubleshooting Number Allocation and Migration
- Lesson 5: Troubleshooting Auto - Attendants
- Lesson 6: Troubleshooting Call - Pickup Issues
- Lesson 7: Troubleshooting Shared Extensions vs Virtual Lines
- Lesson 8: Troubleshooting Voice Mail Issues
- Lesson 9: Troubleshooting Call Recording
- Lesson 10: Troubleshooting Call Queueing
- Lesson 11: Troubleshooting Announcements and Greetings
- Module Summary

### **Module 7: Call Routing and PSTN Gateways**

- Lesson 1: PSTN / Gateway / Call Routing Overview
- Lesson 2: Troubleshooting Dial - Plans and Numbers
- Lesson 3: Troubleshooting Call Routing
- Lesson 4: Troubleshooting Gateway / CUBE Registration
- Lesson 5: Troubleshooting Gateway / CUBE Dial - Plans
- Lesson 6: Troubleshooting PSTN Calling
- Lesson 7: Troubleshooting Gateway Audio Issues
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### **Module 8: Webex Calling Monitoring, Analytics, Troubleshooting for Government**

- Lesson 1: Webex Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3: Webex Calling Alerts
- Lesson 4: Webex Calling Analytics
- Lesson 5: Webex Calling Analytics
- Lesson 6: Webex Troubleshooting

- Lesson 7: Webex Calling Troubleshooting Reporting
- Module Summary

### **Module 9: Webex Troubleshooting using ThousandEyes**

- Lesson 1: ThousandEyes Integration Overview
- Lesson 2: Troubleshooting Webex Issues with ThousandEyes
- Lesson 3: Webex Web Zone Availability Testing
- Lesson 4: Finding Webex Media Node
- Lesson 5: Finding Audio and Video Quality Issues Intermittently with ThousandEyes
- Module Summary

### **Module 10: Troubleshooting Webex Calling Microsoft Teams Integration**

- Lesson 1: Microsoft Integration Overview
- Lesson 2: Troubleshooting the Microsoft Integration with Webex
- Lesson 3: Troubleshooting Microsoft Integration Permissions
- Lesson 4: Troubleshooting Microsoft Teams Calling with Webex App
- Module Summary

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Jun 22 - 25, 2026 | 9:00 AM - 5:00 PM CST

Oct 12 - 15, 2026 | 9:00 AM - 5:00 PM CST

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