

# DEPLOYING, ADMINISTERING, AND TROUBLESHOOTING CISCO WEBEX CALLING FOR GOVERNMENT V4.0 (WEBEX-CALL-GOV)

Course Code: 860068

This five-day, hands-on, instructor-led Webex Calling course offers detailed insights into configuring, deploying, and troubleshooting Webex Calling for Federal and State Government deployments. Participants will learn the capabilities of Webex Calling and the network requirements for implementing Webex Calling Locations. The course covers configuring Webex initial settings within the Webex Control Hub, adding and managing users with Cisco Unified Communications Manager (CUCM), and Active Directory. Students will gain expertise in deploying and migrating devices like 6800, 7800, and 8800 Series Phones, Desk Pro, and Room Devices, with hands-on labs for practical learning.

## Course Highlights:

**Webex Overview and Network Planning:** Gain a solid foundation in Webex's communication tools and plan network infrastructure for high-quality Webex Calling.

**Webex Control Hub and Device Management:** Learn to manage Webex services and configure phones, devices, and accessories for optimal communication.

**Advanced Features and Integration:** Configure Webex Calling features such as Auto Attendant, Call Park, and Voicemail, and integrate with Microsoft Teams for enhanced collaboration.

**Security and Monitoring:** Implement Directory Synchronization, Single Sign-On, and monitor system performance using the Webex Control Hub.

**Troubleshooting and API Utilization:** Develop advanced troubleshooting skills and leverage Webex APIs for custom applications and automation.

## What You'll Learn

### Course Objectives

- Webex Calling Overview and Initial Configuration
- Network Requirements for Phones and Devices
- Cisco Phones Firmware Migration

- Webex Directory Synchronization and Single Sign - On
- Configuration of Webex Calling Service and Client Settings
- In - Depth Calling Features Configuration
- Understanding Webex Calling Locations, Trunks, Route Groups, and Dial Plans
- Deployment of Premise-Based PSTN Gateways, and CUBE High Availability
- Monitoring and Troubleshooting Webex Calling Components, including Dial Plans, Trunks, Route Groups, and PSTN Gateways
- Deployment of E911 Services and Redsky Emergency Services
- Utilization of Control Hub for Analysis and Troubleshooting
- Webex Calling APIs and their use for Configuration and Monitoring

## 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 administering, Monitoring, and Troubleshooting Webex Calling solutions with Premises-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

# DEPLOYING, ADMINISTERING, AND TROUBLESHOOTING CISCO WEBEX CALLING FOR GOVERNMENT V4.0 (WEBEX-CALL-GOV)

Course Code: 860068

CLASSROOM LIVE

\$4,495 USD

5 Day

## Classroom Live Outline

### **Module 0: Course Introduction**

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

- Lesson 1: Webex Product Overview for Government Deployment
- Lesson 2: Webex Calling for Government Overview
- Lesson 3: Webex Meeting for Government Overview
- Lesson 4: Webex Hybrid Services and Integrations for Government
- Lesson 5: Webex Messaging for Government Overview
- Lesson 6: 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: Webex Calling Migration Considerations
- Lesson 6: Security Beyond FedRAMP Requirements
- Module Summary

### **Module 4: Webex Phones, Devices, and Accessories for Webex Calling**

- Lesson 1: Webex Calling Devices Overview

- Lesson 2: Webex Calling Phones
- Lesson 3: Webex Calling DECT Phones
- Lesson 4: Webex App Calling Features
- Lesson 5: Webex Calling Wireless Phones
- Lesson 6: Webex Calling Conference Phones
- Lesson 7: Webex Calling Mobile Clients
- Lesson 8: Webex Calling Devices
- Lesson 9: Webex Calling Headsets
- Lesson 10: Webex Calling ATA Devices
- Module Summary

### **Module 5: Adding Phones and Devices for Government Deployment**

- Lesson 1: Adding a User Assigned Phone for Government
- Lesson 2: Adding a Personal Collaboration Device for Government Use
- Lesson 3: Common Area Phone Deployments for Government Spaces
- Lesson 4: Deploying a Shared Collaboration Device in Government Settings
- Module Summary

### **Module 6: Webex Calling Migration**

- Lesson 1: Webex Calling / CUCM Migration Concepts
- Lesson 2: Webex Calling Phone Migration
- Module Summary

### **Module 7: Webex Control Hub Administration**

- Lesson 1: Control Hub Overview
- Lesson 2: Organization Settings and Templates for Webex
- Lesson 3: Licensing
- Lesson 4: Adding Users
- Lesson 5: Webex Groups
- Lesson 6: Webex Locations
- Lesson 7: Webex Templates
- Lesson 8: Webex Apps and Integrations
- Lesson 9: Configuring Users for Calling
- Lesson 10: Administration Panels
- Module Summary

### **Module 8: Webex Directory Synchronization and Single Sign-On**

- Lesson 1: User Provisioning for Gov
- Lesson 2: Directory Synchronization with Active Directory
- Lesson 3: Single Sign-On with ADFS
- Module Summary

### **Module 9: Configuring Webex Calling Settings and Features for Government**

- Lesson 1: Feature Overview for Government
- Lesson 2: Webex Calling - Service Settings for Government
- Lesson 3: Webex Calling - Client Settings for Government
- Lesson 4: Auto Attendant for Government
- Lesson 5: Call Park Extension & Call Park Group for Government

- Lesson 6: Call Pickup for Government
- Lesson 7: Call Queues for Government
- Lesson 8: DECT Network for Government
- Lesson 9: Hunt Groups for Government
- Lesson 10: Single Number Reach for Government
- Lesson 11: Paging Groups for Government
- Lesson 12: Hoteling for Government
- Lesson 13: Hotdesking for Government
- Lesson 14: Virtual Extensions for Government
- Lesson 15: Virtual Lines for Government
- Lesson 16: Shared Line for Government
- Lesson 17: Voicemail Group for Government
- Lesson 18: Announcement Files for Government
- Lesson 19: Executive Assistant for Government
- Lesson 20: Other Call Features for Government
- Module Summary

### **Module 10: Voice Queues for Government**

- Lesson 1: Webex Voice Queues for Government Overview
- Lesson 2: Webex Voice Queues Features for Government
- Lesson 3: Voice Queues Configuration for Government
- Lesson 4: Agent and Supervisor Experience for Government
- Lesson 5: Customer Experience Essentials (Add-On)
- Module Summary

### **Module 11: 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 12: Implementing Trunks, Route Group Dial Plans in Webex for Gov**

- Lesson 1: Webex Calling for Gov Routing Overview
- Lesson 2: Webex Calling Locations
- Lesson 3: Dial Plans
- Lesson 4: Route Groups, Trunks, and Dial Plans
- Lesson 5: Webex Calling Routing Flows
- Lesson 6: Webex Calling Caller Identity
- Lesson 7: Interworking Webex Calling and Unified CM On-Premise
- Lesson 8: Call Routing with Premises-based PSTN

- Lesson 9: Dial Plan
- Lesson 10: PSTN Migration for Government
- Lesson 11: ICE: Media Path Optimization
- Lesson 12: PSTN for Room Video Systems
- Module Summary

### **Module 13: 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
- Module Summary

### **Module 14: Webex Calling for Gov U.S. Emergency Call Handling**

- Lesson 1: Emergency Calling Overview
- Lesson 2: Setup E911 Account
- Lesson 3: RedSky Configuration in Government Organizations
- Lesson 4: Webex Calling E911 Configuration
- Lesson 5: Enhanced E911 Phone Tracking
- Module Summary

### **Module 15: Webex Calling for Government Integration with Microsoft**

- Lesson 1: Webex Calling for Gov for Microsoft Teams
- Lesson 2: Webex Calling for Gov for Microsoft Teams Configuration
- Module Summary

### **Module 16: Monitoring, Analytics, and Troubleshooting with Webex Control Hub**

- Lesson 1: Webex Calling Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3: Webex Calling Alerts and Webhooks
- Lesson 4: Webex Analytics > Calling
- Lesson 5: Webex Analytics - Calling Media Quality
- Lesson 6: Webex Analytics - Calling Detailed Call History
- Lesson 7: Webex Analytics - Call Queue Stats
- Lesson 8: Webex Analytics - Call Queue Agent Stats
- Lesson 9: Webex Analytics - Live Queue Stats
- Lesson 10: Webex Analytics - Calling Auto-Attendant
- Lesson 11: Webex Troubleshooting
- Lesson 12: Webex Calling Reporting
- Lesson 13: Phone Logs and Problem Reports
- Module Summary

### **Module 17: Webex Calling Troubleshooting in Government Spaces**

- Lesson 1: Webex Calling Troubleshooting Overview and Tools
- Lesson 2: Understanding SIP Protocol
- Lesson 3: Diagnosing Switch Issues in Gov. Environments
- Lesson 4: Troubleshooting Device Registration for Gov.

- Lesson 5: Troubleshooting Phone and Soft Client Issues
- Lesson 6: Troubleshooting Media Quality in Government
- Lesson 7: Troubleshooting Webex Authentication
- Lesson 8: Troubleshooting User Onboarding and Provisioning
- Module Summary

### **Module 18: Webex Calling APIs for Government Use**

- Lesson 1: Webex APIs Basics
- Lesson 2: Webex Calling APIs
- Lesson 3: Webex Calling AIs
- Module Summary

# DEPLOYING, ADMINISTERING, AND TROUBLESHOOTING CISCO WEBEX CALLING FOR GOVERNMENT V4.0 (WEBEX-CALL-GOV)

Course Code: 860068

VIRTUAL CLASSROOM LIVE

\$4,495 USD

5 Day

## Virtual Classroom Live Outline

### **Module 0: Course Introduction**

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

- Lesson 1: Webex Product Overview for Government Deployment
- Lesson 2: Webex Calling for Government Overview
- Lesson 3: Webex Meeting for Government Overview
- Lesson 4: Webex Hybrid Services and Integrations for Government
- Lesson 5: Webex Messaging for Government Overview
- Lesson 6: 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: Webex Calling Migration Considerations
- Lesson 6: Security Beyond FedRAMP Requirements
- Module Summary

### **Module 4: Webex Phones, Devices, and Accessories for Webex Calling**

- Lesson 1: Webex Calling Devices Overview

- Lesson 2: Webex Calling Phones
- Lesson 3: Webex Calling DECT Phones
- Lesson 4: Webex App Calling Features
- Lesson 5: Webex Calling Wireless Phones
- Lesson 6: Webex Calling Conference Phones
- Lesson 7: Webex Calling Mobile Clients
- Lesson 8: Webex Calling Devices
- Lesson 9: Webex Calling Headsets
- Lesson 10: Webex Calling ATA Devices
- Module Summary

### **Module 5: Adding Phones and Devices for Government Deployment**

- Lesson 1: Adding a User Assigned Phone for Government
- Lesson 2: Adding a Personal Collaboration Device for Government Use
- Lesson 3: Common Area Phone Deployments for Government Spaces
- Lesson 4: Deploying a Shared Collaboration Device in Government Settings
- Module Summary

### **Module 6: Webex Calling Migration**

- Lesson 1: Webex Calling / CUCM Migration Concepts
- Lesson 2: Webex Calling Phone Migration
- Module Summary

### **Module 7: Webex Control Hub Administration**

- Lesson 1: Control Hub Overview
- Lesson 2: Organization Settings and Templates for Webex
- Lesson 3: Licensing
- Lesson 4: Adding Users
- Lesson 5: Webex Groups
- Lesson 6: Webex Locations
- Lesson 7: Webex Templates
- Lesson 8: Webex Apps and Integrations Webex Apps and Integrations
- Lesson 9: Configuring Users for Calling
- Lesson 10: Administration Panels
- Module Summary

### **Module 8: Webex Directory Synchronization and Single Sign-On**

- Lesson 1: User Provisioning for Gov
- Lesson 2: Directory Synchronization with Active Directory
- Lesson 3: Single Sign-On with ADFS
- Module Summary

### **Module 9: Configuring Webex Calling Settings and Features for Government**

- Lesson 1: Feature Overview for Government
- Lesson 2: Webex Calling - Service Settings for Government
- Lesson 3: Webex Calling - Client Settings for Government
- Lesson 4: Auto Attendant for Government
- Lesson 5: Call Park Extension & Call Park Group for Government

- Lesson 6: Call Pickup for Government
- Lesson 7: Call Queues for Government
- Lesson 8: DECT Network for Government
- Lesson 9: Hunt Groups for Government
- Lesson 10: Single Number Reach for Government
- Lesson 11: Paging Groups for Government
- Lesson 12: Hoteling for Government
- Lesson 13: Hotdesking for Government
- Lesson 14: Virtual Extensions for Government
- Lesson 15: Virtual Lines for Government
- Lesson 16: Shared Line for Government
- Lesson 17: Voicemail Group for Government
- Lesson 18: Announcement Files for Government
- Lesson 19: Executive Assistant for Government
- Lesson 20: Other Call Features for Government
- Module Summary

### **Module 10: Voice Queues for Government**

- Lesson 1: Webex Voice Queues for Government Overview
- Lesson 2: Webex Voice Queues Features for Government
- Lesson 3: Voice Queues Configuration for Government
- Lesson 4: Agent and Supervisor Experience for Government
- Lesson 5: Customer Experience Essentials (Add-On)
- Module Summary

### **Module 11: 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 12: Implementing Trunks, Route Group Dial Plans in Webex for Gov**

- Lesson 1: Webex Calling for Gov Routing Overview
- Lesson 2: Webex Calling Locations
- Lesson 3: Dial Plans
- Lesson 4: Route Groups, Trunks, and Dial Plans
- Lesson 5: Webex Calling Routing Flows
- Lesson 6: Webex Calling Caller Identity
- Lesson 7: Interworking Webex Calling and Unified CM On-Premise
- Lesson 8: Call Routing with Premises-based PSTN

- Lesson 9: Dial Plan
- Lesson 10: PSTN Migration for Government
- Lesson 11: ICE: Media Path Optimization
- Lesson 12: PSTN for Room Video Systems
- Module Summary

### **Module 13: 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
- Module Summary

### **Module 14: Webex Calling for Gov U.S. Emergency Call Handling**

- Lesson 1: Emergency Calling Overview
- Lesson 2: Setup E911 Account
- Lesson 3: RedSky Configuration in Government Organizations
- Lesson 4: Webex Calling E911 Configuration
- Lesson 5: Enhanced E911 Phone Tracking
- Module Summary

### **Module 15: Webex Calling for Government Integration with Microsoft**

- Lesson 1: Webex Calling for Gov for Microsoft Teams
- Lesson 2: Webex Calling for Gov for Microsoft Teams Configuration
- Module Summary

### **Module 16: Monitoring, Analytics, and Troubleshooting with Webex Control Hub**

- Lesson 1: Webex Calling Monitoring, Analytics, and Troubleshooting Overview
- Lesson 2: Webex Sites Status
- Lesson 3: Webex Calling Alerts and Webhooks
- Lesson 4: Webex Analytics > Calling
- Lesson 5: Webex Analytics - Calling Media Quality
- Lesson 6: Webex Analytics - Calling Detailed Call History
- Lesson 7: Webex Analytics - Call Queue Stats
- Lesson 8: Webex Analytics - Call Queue Agent Stats
- Lesson 9: Webex Analytics - Live Queue Stats
- Lesson 10: Webex Analytics - Calling Auto-Attendant
- Lesson 11: Webex Troubleshooting
- Lesson 12: Webex Calling Reporting
- Lesson 13: Phone Logs and Problem Reports
- Module Summary

### **Module 17: Webex Calling Troubleshooting in Government Spaces**

- Lesson 1: Webex Calling Troubleshooting Overview and Tools
- Lesson 2: Understanding SIP Protocol
- Lesson 3: Diagnosing Switch Issues in Gov. Environments
- Lesson 4: Troubleshooting Device Registration for Gov.

- Lesson 5: Troubleshooting Phone and Soft Client Issues
- Lesson 6: Troubleshooting Media Quality in Government
- Lesson 7: Troubleshooting Webex Authentication
- Lesson 8: Troubleshooting User Onboarding and Provisioning
- Module Summary

### **Module 18: Webex Calling APIs for Government Use**

- Lesson 1: Webex APIs Basics
- Lesson 2: Webex Calling APIs
- Lesson 3: Webex Calling AIs
- Module Summary

Jul 27 - 31, 2026 | 9:00 AM - 5:00 PM CST

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

Visit us at [www.globalknowledge.com](http://www.globalknowledge.com) or call us at 1-866-716-6688.

Date created: 6/19/2026 9:40:48 PM

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