WEBEX CALLING OVERVIEW FOR GOVERNMENT V1.0 (WEBEX-CALL-OVERVIEW-GOV)

Course Code: 860069

This one-day, instructor-led course provides a detailed introduction to Webex Calling, focusing on applications within State and Federal Governments. Designed for a broad audience, including Executives, Managers, Administrators, Engineers, and Helpdesk personnel, the course demystifies the deployment, implementation, and support mechanisms of Webex Calling.

Course Highlights:

- **Webex Calling Overview:** Explore Webex Calling's core capabilities and its role in government communication strategies.
- **Multi-Tenant Architecture:** Understand effective strategies for importing users and phones within Webex Calling's multi-tenant setup.
- **Device Support and Migration:** Learn about supported devices and guidance on migrating existing devices to the Webex environment.
- **PSTN Options for Government:** Review PSTN options available for government agencies to facilitate external communications.
- **Government-Specific Features:** Analyze features tailored to meet the unique requirements of government use, enhancing security and compliance.
- **Live Demonstration:** Conclude with a live demonstration of the Webex Calling environment, offering practical insights and operational knowledge.

What You'll Learn

Course objectives:

- Webex Calling for Government Overview and Initial Configuration
- Webex Calling Introduction and Capabilities
- Network Requirements for Phones and Devices
- Introduction to Webex Control Hub Administration
- Adding Users and Devices to Webex Calling
- In - Depth Exploration of Webex Calling Features for Government

Who Needs to Attend

This course is designed for professionals in government sectors responsible for communication systems and strategies, including:

- Executives and Managers: Understand the impact of Webex Calling on

organizational communication strategies.
- Administrators and Engineers: Manage and deploy communication technologies effectively.
- Helpdesk Personnel: Support the day-to-day operations of Webex Calling.

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CLASSROOM LIVE	$1,595 CAD	1 Day

Classroom Live Outline

Module 00: Course Introduction

Module 01: 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 02: 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 03: 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 04: 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 05: 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 06: 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
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Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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