



CISCO TRAINING

The Essentials of Webex Calling

Learn to deploy and manage Cisco Webex Calling, enhancing your enterprise communication skills.

DURATION

8 hours

LEVEL

Foundation

FORMAT

Instructor-Led

-
- Globally Recognized Certification
 - Expert-Led Hands-On Training
 - Flexible Scheduling

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COURSE OVERVIEW

The Essentials of Webex Calling course at Computer Pride provides a foundational understanding of Cisco's powerful cloud-based phone system. This 8-hour comprehensive training is designed for IT professionals and support specialists looking to master the deployment, management, and troubleshooting of Webex Calling environments. You will delve into the core architecture of Webex Calling, understanding how it leverages cloud infrastructure and Voice over IP (VoIP) technologies to deliver robust, scalable, and secure communication solutions for modern enterprises. Through hands-on modules, participants will gain practical skills in provisioning users, configuring calling features, managing devices, and ensuring seamless call flow within the Webex ecosystem. This course not only equips you with the technical expertise to maintain an efficient Webex Calling system but also highlights its benefits in enhancing organizational productivity through integrated collaboration and streamlined communication. By completing this certification, you will be prepared to contribute significantly to your organization's unified communications strategy, ensuring reliable and high-quality voice services.

Duration	8 hours
Level	Foundation
Vendor	Cisco

COURSE CURRICULUM

01 Module 1: Introduction to Webex Calling

- Understanding Webex Calling Architecture
- Cisco Webex Platform Overview
- Key Benefits and Use Cases
- Webex Control Hub Navigation

02 Module 2: User and Location Management

- Onboarding Users to Webex Calling
- Assigning Services and Licenses
- Managing Locations and Dial Plans
- Configuring User Profiles and Settings

03 Module 3: Basic Calling Features and Call Flow

- Understanding Basic Call Routing (internal/external)
- Configuring Voicemail and Call Forwarding
- Setting Up Hunt Groups and Auto Attendants
- Emergency Calling Considerations

04 Module 4: Webex Calling Devices and Endpoints

- Overview of Supported IP Phones and Soft Clients
- Device Provisioning and Activation
- Desk Phone Configuration (Basic)
- Webex App for Calling Features

05 Module 5: Monitoring and Basic Troubleshooting

- Monitoring Call Quality in Control Hub
- Identifying Common Calling Issues
- Utilizing Control Hub Analytics and Reports
- Basic Troubleshooting Workflow for Webex Calling

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Unified Communications Administrator (Cisco Webex Focus)**
- > **Network Support Engineer (with Collaboration Specialization)**
- > **Voice over IP (VoIP) Systems Technician**

FREQUENTLY ASKED QUESTIONS

Q: What foundational IT knowledge is recommended before enrolling in The Essentials of Webex Calling course?

While this course is designed for foundational learning, participants will benefit from a basic understanding of networking concepts (IP addressing, DNS), general IT administration, and familiarity with cloud services. Prior experience with Cisco technologies is helpful but not strictly required, as the course covers Webex Calling essentials comprehensively.

Q: How will mastering Webex Calling benefit my organization's cloud communication strategy?

By completing this course, you will be equipped to efficiently deploy, manage, and troubleshoot Cisco Webex Calling, ensuring robust and reliable voice services. This expertise allows you to optimize your organization's transition to or management of a cloud-based phone system, leading to improved communication efficiency, reduced operational costs, and enhanced collaboration capabilities across your workforce.

Q: Beyond basic user management, what practical administration skills will I acquire in this course that I can immediately apply?

This course goes beyond basic user management to provide hands-on skills in configuring crucial calling features such as hunt groups, auto attendants, and call routing policies. You will learn to provision various Webex Calling devices, manage locations and dial plans, and utilize Control Hub for monitoring call quality and performing initial troubleshooting, enabling you to effectively maintain a high-performing Webex Calling environment.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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