# WebEx Calling Essentials (CLWXCALL)

**COURSE OVERVIEW**

Essentials of Cisco Webex Calling (CLWXCALL) 1.0 is designed to guide you through a complete Webex calling setup, from the initial setup of Webex Control Hub and adding users to configuring Webex Calling features and Configuring Webex calling through an existing on-Premises Cisco Unified Communications Manager and Cisco Unified Border Element PSTN setup.

**WHO WILL BENEFIT FROM THIS COURSE?**

- Collaboration engineers involved in the design, implementation, and troubleshooting of hybrid and cloud-based Webex calling solutions.
- Administrators involved in support and troubleshooting of hybrid and cloud-based Webex calling solutions.

**PREREQUISITES**

The knowledge and skills that students are recommended to have before attending this course are:

- A basic understanding of Unified Communications
- A basic understanding of cloud-based Unified Communications solution

Here are recommended Cisco learning offerings that may help students meet these prerequisites:

- Understanding Cisco Collaboration Foundations (CLFNDU)
- Implementing and Operating Cisco Collaboration Core Technologies (CLCOR)

**COURSE OBJECTIVES**

Gain a working understanding and knowledge of Cisco Webex calling deployments in a hybrid environment utilizing the Cisco Unified Communications Manager as an IP PBX between the Webex cloud and the PSTN

**COURSE OUTLINE**

Course Outline:

- Introduce the components that make up the Webex solution, including Webex Meetings, Webex
- Messaging, and Webex Calling
- Introduce the components that make up Webex Calling Control Hub, including Analytics,
- Troubleshooting, and Reporting
- Introduce the Management feature of Webex Control Hub. This course will also walk students through the process of initially setting up the Webex Control Hub for a business
- Introduce the Services section of the Webex Control Hub, including the Webex Services, Cloud-
- Connected Unified Communications Services, and Hybrid Services
- Identify the methods available to add users to the Webex Control Hub

- Explain Cisco IP Phone software registration with Webex Control Hub, eligible devices, and
- provisioning methods
- Explain how an administrator can configure calling features from the Cisco Webex Control Hub that will affect the organization
- Understand how users or administrators can configure calling features either from the Webex Control Hub or from the user portal. These Features only affect that user.
- Introduce the three different methods available to bring PSTN calling capabilities into the Webex
- calling solution
- Identify the different types of Cisco routers, as well as third-party routers, that can support the local gateway in a Premises-Based PSTN deployment
- Describe different deployment scenarios using the local gateway in a premises-based PSTN Webex Calling solution
- Understand how the high-availability solution within Cisco routers can be used in a Webex Calling
- deployment to offer failover for the Local Gateway and the Cisco Unified Border Element
- Configure the Webex Control Hub to support Webex Calling in a premises-based PSTN deployment
- Configure Cisco Unified Border Element and local gateway settings on a Cisco Router to support
- Webex Calling using a premises-based PSTN deployment
- Describe different methods that can be used to troubleshoot setup issues and media issues when configuring Webex Calling using the premises-based PSTN deployment

Lab Outline:
- Discovery 1: Set Up Webex Control Hub
- Discovery 2: Add Users to Webex Control Hub (Simulation)
- Discovery 3: Configure Admin-Configurable Webex Calling Features
- Discovery 4: Configure User-Configurable Webex Calling Features
- Discovery 5: Configure High Availability on Cisco Routers
- Discovery 6: Configure Webex Control Hub for Webex Calling
- Discovery 7: Configure Local Gateway for Webex Calling
- Discovery 8: Troubleshooting Issues with Webex Calling

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