

CLWXCALL

The Essentials of Webex Calling

The Essentials of Webex Calling (CLWXCALL) training course guides you through the complete setup of Webex Calling, from the initial installation of Webex Control Hub and adding users to configuring Webex Calling features over an existing Cisco Unified Communications Manager (CUCM) and Cisco Unified Border Element (CUBE) Public Switch Telephone Network (PSTN) setup.

Course Contents

- 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, including how to set it up 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 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 their personal user portal
- 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

E-Book You will receive the original course documentation from Cisco in English language as a Cisco E-Book.

Target Group

- Collaboration Engineers
- Collaboration Administrators

Prerequisites

There are no prerequisites for this training course. However, it is recommended that you have the following knowledge and skills before attending this training course:

Course Target

- Gain an understanding of the Webex solutions, including Webex Meetings, Webex Messaging and Webex Calling
- Learn how to configure and manage the features of the Webex Control Hub

This Course in the Web



You can find the up-to-date information and options for ordering under the following link:

www.experteach-training.com/go/CLWX

Reservation

On our Website, you can reserve a course seat for 7 days free of charge and in a non-committal manner. This can also be done by phone under +49 6074/4868-0.

Guaranteed Course Dates

To ensure reliable planning, we are continuously offering a wide range of guaranteed course dates.

Your Tailor-Made Course!

We can precisely customize this course to your project and the corresponding requirements.

CLWXCALL

Status 03/18/2025

Training	Prices, excl. of V.A.T.
Classes in Germany	3 Days € 2,395
Online Training	3 Days € 2,395
Date/course venue	Course language German 
11/06-13/06/25 Frankfurt	10/12-12/12/25 Frankfurt
15/09-17/09/25 Frankfurt	



Table of Contents

CLWXCALL – The Essentials of Webex Calling

Course Outline

1. Webex Overview

2. Webex Control Hub Overview and Monitoring

3. Webex Control Hub Management

4. Webex Control Hub Services

5. Methods to Add Users to Webex Control Hub

6. Methods to Add Devices to Webex Control Hub

7. Admin-Configurable Webex Calling Features

8. User-Configurable Webex Calling Features

9. Webex Calling Public Switched Telephone Network Options

10. Routers Supporting Local Gateway

11. Deployment Scenarios for Local Gateways

12. Local Gateway and Cisco Unified Border Element with High Availability

13. Control Hub Settings for Webex Calling

14. Router Settings for Webex Calling

15. Webex Calling Troubleshooting

5. Configure High Availability on Cisco Routers

6. Configure Webex Control Hub for Webex Calling

7. Configure Local Gateway for Webex Calling

8. Troubleshooting Issues with Webex Calling

Lab Outline

1. Set Up Webex Control Hub

2. Add Users to Webex Control Hub

3. Configure Admin-Configurable Webex Calling Features

4. Configure User-Configurable Webex Calling Features

