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Learning Style: Virtual Classroom

Technology: Cisco

Difficulty: Intermediate

Course Duration: 2 Days

Cisco Webex Teams Collaboration Workshop (WXTW)



About this course:

Cisco Webex Teams is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, care, whiteboard, and share, regardless of whether they ƒ??re together or apart ƒ??in one continuous work stream before, during, and after meetings. Being able to understand how this works and what the features are is the key focus of this 2-day

course. QuickStartƒ??s Webex Teams Collaboration Workshop should be taken by students who have a working understanding of Cisco Collaboration Products. This Cisco Webex Teams Workshop enables learners to describe Cisco Webex Teams, comprehend Cisco Webex Teams Meetings, and grasp Cisco Webex Teams Messaging, among much more. This workshop is intended to be taken by system engineers, system administrators, architects, and channel partners. Learn more below.

Course Objective:

Upon completing this course, the learner should be able to meet these overall objectives:

- Describe Cisco Webex Teams
- Comprehend Cisco Webex Meetings
- Understand Cisco Webex Messaging
- Recognize Cisco Webex Teams Calling
- Appreciate Cisco Webex Teams Care
- Explain Cisco Webex teams Management and Administration
- Describe Cisco Webex Teams Service Availability, Ordering, and Support
- Understand Cisco Webex Teams Board

Audience:

- IT Professionals

Prerequisite:

The knowledge and skills the learner should have before attending this course are as follows:

- Familiarity with Cisco Collaboration Products

Course Outline:

Module 1: Cisco Webex Teams Overview

- Lesson 1: What is Cisco Webex Teams
- Lesson 2: Webex Teams Delivery
- Lesson 3: Webex Teams Security
- Lesson 4: Webex Teams Collaboration
- Lesson 5: Webex Teams API
- Lesson 6: Meetings
- Lesson 7: Messaging
- Lesson 8: Calling
- Lesson 9: Cisco Webex Teams Spaces
- Lesson 10: Cisco Webex Teams Hybrid Services
- Lesson 11: Cisco Webex Teams Benefits

Module 2: Cisco Webex Team Meetings

- Lesson 1: Basic Meetings
- Lesson 2: Instant Messages
- Lesson 3: Schedule Meetings

Module 3: Cisco Webex Teams Advanced Meetings Overview

- Lesson 1: Webex Integration
- Lesson 2: Personal Room
- Lesson 3: Cisco Webex Teams Desk and Room Devices and the Cisco Smart Board
- Lesson 4: Cisco Webex Teams Conferencing
- Lesson 5: Cisco Webex Teams Board and Room Device Setup and Use
- Lesson 6: Three ways to enable pairing

Module 4: Cisco WebEx Teams Messaging

- Lesson 1: Cisco Webex Teams Messaging Overview
- Lesson 2: Key Benefits of Cisco Webex Teams Messaging
- Lesson 3: Cisco Webex Teams Messaging Features
- Lesson 4: Cisco Webex teams (feature in the app)
- Lesson 5: Use Cases

Module 5: Cisco Webex Teams Board

- Lesson 1: Advanced Interactive Whiteboard
- Lesson 2: No Network, Bluetooth needed
- Lesson 3: Microphones
- Lesson 4: Voice-Tracking Technology
- Lesson 5: Webex Teams Board Application Suite
- Lesson 6: Camera
- Lesson 7: Webex Teams APIs
- Lesson 8: Any Board, anywhere
- Lesson 9: Messaging
- Lesson 10: Setup

Module 6: Cisco Webex Teams Calling Overview

- Lesson 1: Traditional Calling Features in Cisco Webex Teams
- Lesson 2: Features and Benefits of Cisco Webex Teams Calling
- Lesson 3: Benefits of Mobility and Collaboration Features of Cisco Webex Teams
- Lesson 4: PSTN Calling
- Lesson 5: Phone Support
- Lesson 6: Use Cases

Module 7: Cisco Webex Teams Care

- Lesson 1: Overview

- Lesson 2: Embedding
- Lesson 3: Experience

Module 8: Cisco Webex Teams Management and Administration

- Lesson 1: Overview
- Lesson 2: Cisco Cloud Collaboration Management Features and Benefits
- Lesson 3: Management
- Lesson 4: Security
- Lesson 5: Portal

Module 9: Cisco Webex Teams Service Availability, Ordering, and Support

- Lesson 1: Country Availability
- Lesson 2: Language Support
- Lesson 3: Ordering
- Lesson 4: Support
- Lesson 5: Cisco Capital

Lab Outline

- Lab 1: Initial Cisco Collaboration Cloud Organization Configuration: Customer Trial and Configure Active Directory Connector
- Lab 2: Webex Teams Message, Meeting, and Call Configuration
- Lab 3: Hybrid Services: Calendar Service Configuration
- Lab 4: Hybrid Services: Call Service Aware Configuration
- Lab 5: Hybrid Services: Call Service Connect Configuration
- Lab 6: Bulk User Configuration
- Lab 7: Single Sign-on with AD FS Configuration
- Lab 8: Call Routing Features: Hunt Groups and Auto Attendants

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