

Configuring and Administering Cisco Webex (CLOUD-CONFT)

Dubai (UAE)

21 - 25 December 2025

UK Traininig

PARTNER



Configuring and Administering Cisco Webex (CLOUD-CONF)

Code: IT28 From: 21 - 25 December 2025 City: Dubai (UAE) Fees: 4600 Pound

Introduction

Cisco Webex is one of the leading global cloud-based platforms that provides an integrated environment for meetings, calling, and messaging. As organizations increasingly rely on cloud collaboration solutions, the ability to configure and administer these services has become essential for ensuring business continuity and improving operational efficiency.

This course focuses on the practical aspects of deploying, managing, and troubleshooting the Webex environment, covering provisioning, user management, monitoring, and advanced integrations through Webex Control Hub. Participants will also gain experience with enterprise integrations such as Office 365, Directory Services, Single Sign-On, Hybrid Audio, Hybrid Security, and other key tools.

By the end of the program, learners will be able to effectively configure and administer Webex services, manage devices, and maintain a secure, reliable, and optimized communication ecosystem.

Course Objectives

- Understand the architecture and core services of Cisco Webex.
- Configure initial setup and customize through Webex Control Hub.
- Manage users and synchronize with enterprise directory services.
- Integrate with Office 365 and hybrid calendaring services.
- Configure audio solutions such as Edge Audio and manage connected devices.
- Apply security policies and enable Single Sign-On and Hybrid Security.
- Monitor service usage and analyze performance reports.
- Troubleshoot common issues and ensure platform stability.

Course Outlines

Day 1: Webex Fundamentals and Initial Setup

- Overview of Webex services: Meetings, Calling, and Messaging.
- Introduction to Webex Control Hub interface and capabilities.
- Initial provisioning and configuration steps.
- Creating and managing user accounts.
- Assigning permissions and applying organizational policies.
- Understanding the Webex cloud architecture.

Day 2: Enterprise Integration

- Integration of Webex with Office 365.
- Directory Services synchronization.
- Hybrid Calendaring configuration and usage.

- Enabling and managing Single Sign-On.
- Managing enterprise-linked resources.
- Ensuring compatibility with enterprise infrastructure.

Day 3: Calling, Devices, and Audio Services

- Configuring Edge Audio and hybrid voice services.
- Managing and updating Webex devices.
- Defining call routing and call management policies.
- Monitoring voice quality and resolving call issues.
- Integration of desk phones into Webex environments.
- Configuring Hybrid Mesh Nodes for enterprise deployments.

Day 4: Security and Monitoring

- Applying security policies in Webex Control Hub.
- Enabling Hybrid Security and safeguarding data.
- Configuring access management and multi-factor authentication.
- Monitoring performance with usage reports.
- Analyzing key performance metrics.
- Setting up alerts and improving the user experience.

Day 5: Troubleshooting and Final Assessment

- Troubleshooting the Webex environment.
- Resolving integration issues with Office 365.
- Handling device-related problems.
- Managing service outages and continuity planning.
- Developing an incident response framework.
- Capstone exercise: configuring and managing a complete Webex deployment.

Why Attend This Course: Wins & Losses!

- Gain practical expertise in Webex configuration and administration.
- Build skills for seamless enterprise integration.
- Enhance communication and collaboration efficiency.
- Learn advanced data security and compliance techniques.
- Develop troubleshooting strategies for real-world scenarios.
- Utilize advanced integration with Office 365 and enterprise identity services.
- Improve service quality through performance monitoring and reporting.
- Ensure business continuity through effective management practices.

Conclusion

The Configuring and Administering Cisco Webex CLOUD-CONFt course delivers a complete, hands-on approach to mastering Webex deployment and management. Across five structured days, it equips participants with the ability to configure, monitor, secure, and troubleshoot Webex services while integrating them with enterprise environments.



Mastering Webex administration not only ensures reliable communication but also enhances organizational productivity, security, and scalability. This course provides the essential knowledge and applied skills needed to effectively manage one of the world's most widely used collaboration platforms.



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut



Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



هيئة تنظيم الكهرباء - عمان
AUTHORITY FOR ELECTRICITY REGULATION, OMAN
Authority for

UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

