BLACKBIRD FOR TRAINING

Configuring and Administering Cisco Webex (CLOUD-CONFT)

25 – 29 July 2027
Amman (Jordan)



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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.

