The Essentials of Webex Calling

Category: Networking & Security | **Vendor:** Cisco

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Essentials of Webex Calling (CLWXCALL) training is designed to guide you through a complete Webex Calling setup, from the initial installation of Webex Control Hub and adding users to configuring Webex Calling features through an existing on-premises Cisco Unified Communications Manager (CUCM) and Cisco Unified Border Element (CUBE) public switch telephone network (PSTN) setup. This training also earns you 18 Continuing Education (CE) credits toward recertification.

How You'll Benefit

This training will help you:

- 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
- Earn 18 CE credits towards recertification

About This Course

The Essentials of Webex Calling (CLWXCALL) training is designed to guide you through a complete Webex Calling setup, from the initial installation of Webex Control Hub and adding users to configuring Webex Calling features through an existing on-premises Cisco Unified Communications Manager (CUCM) and Cisco Unified Border Element (CUBE) public switch telephone network (PSTN) setup. This training also earns you 18 Continuing Education (CE) credits toward recertification.

How You'll Benefit

This training will help you:

- 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
- Earn 18 CE credits towards recertification

Who Should Attend

- Collaboration Engineers
- Collaboration Administrators

Prerequisites & Entry Requirements

General Prerequisites:

There are no formal prerequisites for this training. However, the knowledge and skills you are recommended to have before attending this training are:

- A basic understanding of unified communications
- A basic understanding of cloud-based unified communications solutions

These skills can be found in the following Cisco Learning Offerings:

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

Learning Outcomes

Upon successful completion of this course, participants will be able to:

- 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

Detailed 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

Skills You Will Learn:

- 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

Frequently Asked Questions

Q: What delivery options are available for The Essentials of Webex Calling?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 3-day The Essentials of Webex Calling course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the The Essentials of Webex Calling training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for The Essentials of Webex Calling?

Yes, we provide corporate training, dedicated training, and closed classes for The Essentials of Webex Calling. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: The Essentials of Webex Calling, Cisco Unified Communications, CLWXCALL

Q: Why choose Nexus Human for The Essentials of Webex Calling?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your The Essentials of Webex Calling training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 13/11/2026.