Meet Me
In The Cloud

Course Catalog

Microsoft, Webex, and Zoom
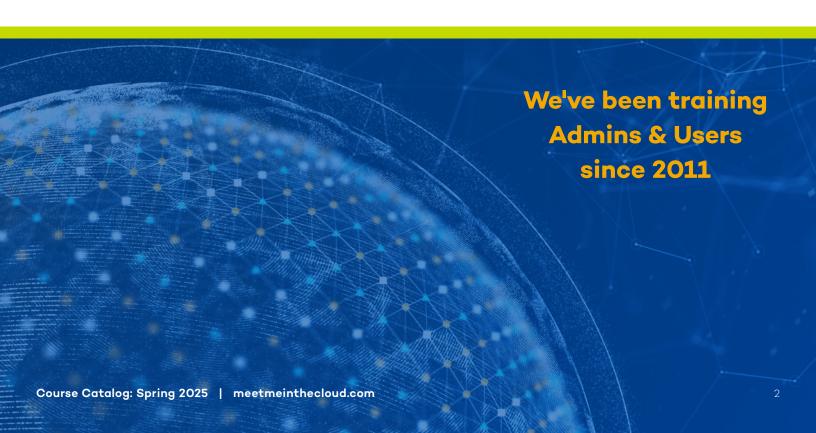End-user and Adminstrator Training

Welcome to MMITC Training!

1 Courses are delivered remotely via Microsoft Teams, Webex, or Zoom with a live instructor. Onsite delivery is available for an additional fee.

2 Classes are taught using the customer's site for maximum relevancy. The trainer may request temporary access and AD credentials for the purposes of preparing and delivering the class.

3 Each course is recorded for ongoing use by the customer. Optionally, handouts/Job Aids can be developed for distribution to attendees at the end of class.

4 The maximum recommended number of students per End User class is 50-100, assuming the customer's platform license agreement will support that capacity. The maximum for an advanced or IT Admin Staff class is 10-15.

* Courses can be taught in multiple languages.

We're here to help.

✉ sales@meetmeinthecloud.com

📱 866.221.3221 Ext. 0200

We've been training Admins & Users since 2011

Microsoft 365 Suite & Copilot

Microsoft 365 End-User Training

Course Title	Description	Recommended Attendees
Microsoft Teams 101	**Microsoft Teams Basics – 60 minutes** This 60-minute class is designed to get you started using Microsoft Teams quickly using the Desktop Application. In this class, you'll learn the basic functionality of the main primary components of MS Teams: Signing in and navigating MS Teams, using the Chat feature, introduction to Teams and Channels, how to manage your workday through MS Teams, and creating and joining meetings. Best practices are also covered throughout the entire class. *Prerequisite: A Microsoft Host account*	Every Microsoft Teams Host
Microsoft Teams 102	**Scheduling Privilege – 30 minutes** This 30-minute class add-on is designed to show Executives how to designate delegates for scheduling Microsoft Teams Meetings and to show Administrative Assistants how to schedule and start meetings on behalf of Executives. This class also introduces effective shared notetaking with OneNote and managing recurring meetings. This class can work in conjunction with MS Teams 101 or MS Teams 201 and is not intended as a stand-alone class. *Prerequisite: Microsoft Teams 101 or equivalent competency*	Executive Admins and Experienced Users
Microsoft Teams 201	**Advanced Meetings – 90 minutes** This 90-minute class continues with the Microsoft Teams features, functionality, and bringing collaboration to the next level. In this class, you'll learn about creating, managing, and moderating Teams and Channels, managing file sharing in Chat and Teams, adding cloud storage, managing tasks with Planner, and how to effectively organize and host Meetings. You will also learn how to use additional Meetings features including: recurring meetings with guests, adjusting roles and lobby settings, using Stream to manage video recordings, and an introduction to Live Events. If applicable, usage of SharePoint and OneDrive will be discussed. Best practices are also covered throughout the entire class. *Prerequisite: Microsoft Teams 101 or equivalent competency*	Experienced Microsoft Teams Users
Microsoft Voice/Phones	**Microsoft Voice/Phones – 60 minutes** This End User focused training introduces your team to the basic features of MS Voice/Phones. End Users will receive an overview of the desktop application features & functionality, like Call controls, Call History, plus the various options for Call Settings and Voicemail. Users will also receive an introduction to the Directory and the mobile app.	Microsoft Voice/Phones End Users

SharePoint 101	**SharePoint Basics – 60 Minutes** Learn the basics of Microsoft SharePoint, the business solution to create websites to securely store, organize, share and access information from any device. Whether you use SharePoint as a part of MS Teams or on its own, this class will help you navigate the basic features and functionality you might not know are available. This class provides best practices and use cases to reinforce how to use SharePoint effectively to create and update a basic website, sync, manage, and share your files, as well as how to retrieve previous versions and deleted documents. For your more advanced needs, an optional add-on to this class to explore additional web-page elements and an introduction to the automation process is also available. *Prerequisite: Microsoft Teams 101 or equivalent competency*	Microsoft 365 Users
OneDrive 101	**One Drive Basics – 60 Minutes** Learn the basics of Microsoft OneDrive, the personal online storage solution. Whether you use OneDrive as a part of MS Teams or on it's own, this class will help you navigate the basic features and functionality you might not know are available. This class provides best practices and use cases to reinforce how to use OneDrive effectively to sync, manage, and share your files and libraries, as well as how to retrieve previous versions and deleted documents. For your more advanced needs, an optional add-on to this class of an introduction to the automation process is also available. *Prerequisite: Microsoft Teams 101 or equivalent competency*	Microsoft 365 Users

Microsoft Teams Administration/Advanced

Course Title	Description	Recommended Attendees
Microsoft Teams Admin – Virtual	**Administration and Configuration – 90 minutes** Microsoft Teams is a powerful business collaboration platform. This class reviews how to give access and manage the backend of Teams for end users in your organization. The instructor will review navigation of the administrator's portal, user account access, managing devices and places, managing audio, running reports and more. This 90-minute session reviews all you know about Microsoft Teams Admin Portal and access under Single Identity. *Prerequisite: A Microsoft Teams Administration Account*	IT and Business Leads responsible for the configuration of Microsoft Teams
Microsoft Purview	**Overview** This comprehensive two-hour Microsoft Purview training course equips participants with essential skills for managing electronic discovery and data governance, covering everything from basic concepts to advanced search techniques. The first hour focuses on foundational elements including data custodianship and legal hold processes, while the second hour delves into complex search capabilities, optimization strategies, and hands-on practice with real-world eDiscovery scenarios. A customized job aid is provided to support ongoing implementation, ensuring participants can effectively apply their learning in their day-to-day roles.	IT Admins and advanced users

Microsoft Copilot

Course Title	Description	Recommended Attendees
Introduction to Microsoft Copilot (Two 1-Hour Modules)	This comprehensive two-part course series is designed for Microsoft Copilot Champions who will lead and support Copilot adoption within their organizations. **Module 1 –** Copilot Introduction focuses on fundamental concepts, effective prompting techniques and Copilot adoption recommendations **Module 2 –** Data Classification & Protection addresses critical aspects of data classification and labeling protection in preparation for using Copilot.	Executives and all Designated Copilot Users – Designated Copilot Champions – IT professionals supporting Copilot implementation – Team leaders responsible for Copilot adoption – Digital transformation leaders – Security and compliance specialists – Anyone curious about the capabilities of AI and Microsoft Copilot
Copilot Mastery Series (Seven Courses, can be purchased individually or as a series)	Welcome to our Copilot Mastery Series, where we delve into the seamless integration of Copilot with various Microsoft 365 applications. In these seven engaging 1-hour virtual classes, you'll discover how Copilot enhances your productivity, streamlines tasks, and empowers your work within the Microsoft ecosystem. *Prerequisites: Introduction to Microsoft Copilot Modules 1 & 2*	All Copilot Users
1-Copilot with Microsoft Word	**Overview** Learn how Copilot revolutionizes your document creation process in Microsoft Word. From drafting reports to crafting compelling narratives, Copilot assists you with code snippets, formatting, and more. **Key Topics** – Smart Autocompletion: Effortlessly complete sentences and paragraphs. – Code Suggestions: Enhance your macros and templates. – Syntax Assistance: Avoid common errors while writing scripts	All Copilot Users
2-Copilot with Excel	**Overview** Explore Copilot's capabilities within Microsoft Excel. Whether you're analyzing data, building complex formulas, or automating tasks, Copilot provides real-time assistance. **Key Topics** – Formula Optimization: Optimize complex calculations. – Data Manipulation: Transform data efficiently. – VBA Scripting: Leverage Copilot for Excel macros	All Copilot Users

3-Copilot with PowerPoint	**Overview** Discover how Copilot elevates your presentation game. From slide design to animations, Copilot ensures your PowerPoint decks are polished and impactful. **Key Topics** – Slide Layouts: Create visually appealing slides. – Animation Sequences: Enhance slide transitions. – Speaker Notes: Craft concise and engaging content	All Copilot Users
4-Copilot with Outlook	**Overview** Master Copilot's integration with Microsoft Outlook. Efficiently manage emails, automate responses and organize your inbox with Copilot's guidance. **Key Topics** – Email Templates: Speed up communication. – Rules and Filters: Organize incoming messages. – Quick Replies: Craft professional responses	All Copilot Users
5-Copilot with SharePoint	**Overview** Unleash the power of Copilot in SharePoint. Whether you're customizing sites, creating workflows, or managing permissions, Copilot simplifies the process. **Key Topics** – Site Customization: Tailor SharePoint sites. – Workflow Automation: Streamline processes. – Security Best Practices: Implement robust access controls	All Copilot Users
6-Copilot with OneDrive	**Overview** Navigate OneDrive with Copilot's guidance. From file organization to version control, Copilot ensures efficient collaboration and document management. **Key Topics** – Folder Structures: Optimize file storage. – Version History: Track document changes. – Collaboration Features: Enhance teamwork	All Copilot Users
7-Copilot with Teams	**Overview** How to use Copilot to collaborate with your colleagues, such as chat, share files, and co-edit documents, with Copilot's integrations and shortcuts. You will learn how to communicate efficiently, work together seamlessly, and manage your projects with Copilot's features. **Key Topics** – Manage projects and tasks in Teams – Meeting Preparation, Facilitation, Follow-up	All Copilot Users

Copilot for IT Admins	This course will introduce Copilot for Microsoft 365, a cloud management tool that helps MS365 administrators monitor, manage, and optimize their cloud environment. The course will cover the following topics: – What is Copilot for Microsoft 365 and how it can help – MS365 administrators. – How to install and configure Copilot for Microsoft 365. – How to use Copilot for Microsoft 365 to perform common tasks and operations, such as managing users, groups, licenses, policies, and alerts. – How to access and customize reports and insights with Copilot for Microsoft 365, such as usage, activity, security, and compliance. – What are the features and benefits of Copilot for Microsoft 365, such as security, compliance, automation, and reporting. By the end of this course, learners will be able to install, configure, and use Copilot for Microsoft 365 to enhance their MS365 administration.	Copilot IT Admins
Copilot Studio	**Course Overview** This 90-minute Copilot Studio course is designed to provide participants with a comprehensive understanding of the Copilot Studio, its features, functionalities, and practical applications. The course will be delivered virtually, allowing participants to engage in real-time interactive sessions from the comfort of their own locations. By the end of the course, participants will have gained the skills necessary to effectively utilize Copilot Studio in their respective fields. **Key Topics/Objectives** – Introduce participants to the Copilot Studio interface and navigation. – Explain the key features and functionalities of Copilot Studio. – Demonstrate practical applications and use cases of Copilot Studio. – Enable participants to create and manage projects using Copilot Studio. – Provide hands-on experience through interactive exercises and activities.	Advanced Copilot Users

eLearning Courses

Course Title	Description	Recommended Attendees
Microsoft Teams 101 – Getting Started	This class is designed to get you started using the Microsoft Teams application quickly. In this interactive class, you will learn the Microsoft Teams basic functionality of Chat, Team Channels, Notifications, File locations, and Meetings.	All Microsoft Teams users

Webex by Cisco

Cisco Webex Video Endpoints

Course Title	Description	Recommended Attendees
Webex Video Endpoints	**Webex for Video Endpoints – 60 minutes** Master your organization's video conferencing hardware in this hands-on session. Learn to effectively use Webex Roomkits, Touch10 controllers, and other Cisco video endpoints. We'll cover seamless integration with Webex and cross-platform compatibility with Microsoft Teams and Zoom. You'll discover how to efficiently schedule rooms and manage video devices using your organization's booking system. **Webex 101 (Basics) + Video Endpoints - 90 minutes** This comprehensive 90-minute course provides a foundational introduction to conducting online meetings with Webex and video endpoints. Participants will master essential skills including scheduling meetings, reserving rooms equipped with video devices, and connecting from both their computers and video endpoints. The course covers fundamental techniques for initiating calls from video devices and managing Webex meetings through video endpoint interfaces. This interactive and engaging session is essential for any Webex user who works with video devices. Participants should have completed Webex 101 or demonstrate equivalent proficiency before attending. *Prerequisite: Webex 101 or Equivalent Competency*	Webex Site Administrators, End Users, and those with access to Cisco Webex Video Endpoints
Cisco Webex Board	**Using Your Webex Board – Onsite Training** The Cisco Webex Board is a sophisticated team collaboration device that integrates wireless presentation, digital whiteboarding, and video conferencing functionalities. This training session is designed to enable customers to maximize the utilization of their Cisco Webex Boards. The course encompasses fundamental uses, such as whiteboarding and large presentation displays, as well as advanced features including proximity, pairing, video conferencing, and functioning as an endpoint in a Webex meeting. *Prerequisite: Webex 101 or Equivalent Competency, this class is best attended in person with a maximum of 15 attendees*	Every Cisco Webex Board User

Webex Site Administration

Course Title	Description	Recommended Attendees
Webex by Cisco for Admins – Virtual	**Webex by Cisco Control Hub - Configuring Single Identity Webex Applications – 90 Minutes** In this hands-on, 90-minute session, you will delve into the details of Cisco Webex App, Meetings, and Calling, which form an integrated and powerful business collaboration platform. Our expert instructor will guide you through the essential aspects of configuring single identity Webex applications via the Cisco Control Hub. You will learn how to navigate the administrator's portal efficiently, manage user account access, oversee devices and places, handle audio settings, and generate insightful reports. Whether you're an IT professional looking to streamline your organization's collaboration tools or an administrator aiming to enhance user experience, this training will equip you with the knowledge and skills to maximize the potential of Cisco Webex. Join us for an informative session that promises to elevate your expertise in Webex configuration and management. *Prerequisite: A Cisco Webex Site Administration Account* *Suggested complementary class: Webex Site Administration and Configuration*	IT and Business Leads responsible for the configuration of Webex by Cisco
Configuring Site Admin – Virtual	**Webex Site Administration and Configuration – 90 minutes** This comprehensive 90-minute session is designed to empower Webex Site Administrators with the knowledge and skills needed to configure their Webex site effectively. The instructor provides an in-depth exploration of various configuration options, including the creation and management of user accounts, customization of email templates, and restriction of features based on organizational needs. Participants will learn how to generate detailed reports, set tracking codes, and configure session types to optimize their Webex experience. The session delves into the pros, cons, and best practices associated with these complex settings, ensuring that administrators are well-equipped to make informed decisions. By the end of the class, attendees will have a thorough understanding of the key configuration options available, enabling them to manage their Webex site with confidence and efficiency. *Prerequisite: A Webex Site Administration Account*	IT & Business Leads responsible for the configuration of Webex

| Webex Support 101 | **Providing Level One Support to Webex Users – 90 Minutes**
This class aims to equip participants with the necessary skills to effectively handle the most common issues faced by Webex users. The course will delve into practical troubleshooting techniques and resolutions that Level One support staff can implement on their own. For unresolved issues, the class will provide comprehensive guidance on properly escalating these cases to the 24-hour Webex Technical Support team.

Additionally, the course will cover essential aspects of user account management. Participants will learn how to efficiently create and configure user accounts, add and manage services, unlock accounts, and address login issues. The training also includes steps to deactivate accounts, enable various features, and generate detailed reports. By the end of the class, participants will be well-prepared to support Webex users promptly and efficiently, ensuring a smooth and effective user experience.

Prerequisite: A Webex Site Administration, View-Only Account and Webex Meetings 101 or Equivalent Competency | IT Help Desk |

Webex End-User Training

Course Title	Description	Recommended Attendees
Webex 101	**Webex Basics – 60 minutes** This course serves as an introduction to Cisco Webex for new End Users. Participants will learn how to download and utilize Productivity Tools, schedule meetings, and extend invitations to attendees. The curriculum includes instructions on initiating a meeting, sharing various types of content, using the whiteboard and annotation tools, recording sessions, managing audio and video settings, and changing presenters. Additionally, the fundamentals of the Webex App will be covered, along with an overview of its interactivity tools and their application with room kits/video endpoints. *Prerequisite: A Webex Host account*	Every Webex Host

Webex 201	**Webex Advanced Concepts – 90 minutes** Take your Webex skills to the next level with this comprehensive course designed for experienced users who have conducted 30+ meetings. Learn to harness powerful features that transform your virtual meetings into highly engaging and productive sessions. Topics covered include: – Customizing meeting room layouts and preferences for optimal user experience – Recording management: editing, sharing, and storage best practices – Facilitating dynamic breakout sessions for small group collaboration – Generating and analyzing meeting analytics and attendance reports – Creating and deploying interactive polls to boost engagement – Managing participant roles and permissions effectively – Advanced presenter controls and screen sharing techniques – Accessing and utilizing Webex resources, including help documentation – Configuring profile settings for enhanced functionality The course emphasizes hands-on practice with proven strategies for increasing participant engagement and fostering effective online learning environments. Our expert instructor shares industry-tested techniques for leveraging Webex's full potential in professional settings. *Prerequisite: Webex Meetings 101 or equivalent competency*	Experienced Webex Hosts
Cisco Webex Calling	**Cisco Webex Calling for End Users – 60 Minutes** Get hands-on with Webex Calling in this practical, user-friendly training session. Designed for everyday users, this course guides you through everything you need to know to communicate effectively using Webex Calling. You'll learn to navigate both desktop and mobile interfaces with confidence while mastering essential features that streamline your daily communications. Key learning areas include: – Making and managing calls using advanced call controls – Accessing and utilizing your call history efficiently – Customizing your call settings for optimal workflow – Setting up and managing voicemail – Leveraging the directory for quick connections – Seamlessly transitioning between desktop and mobile applications Perfect for new Webex Calling users or those looking to enhance their current knowledge, this interactive session ensures you'll be able to take full advantage of Webex Calling's powerful communication features. *Prerequisite: None (Recommend having Webex Calling installed so students can follow during the course)*	Webex Calling End Users
Webex 102	**Webex 102 for Executive Admins (Delegation and Proxy Scheduling for Others) – 30 Minutes** This focused session teaches the essential skills for executive-admin meeting management in Webex. Executives will learn how to set up scheduling permissions for their delegates, while administrative professionals will master the process of scheduling, managing, and launching Webex meetings on behalf of their executives. Note: This course serves as a specialized supplement to our core Webex training programs and is designed to be taken in conjunction with either prerequisite course. *Prerequisite: Webex 101 or 201*	Executive Admins using Webex and Cisco Video Endpoints/scheduling for others

Webex Virtual Events Training

Course Title	Description	Recommended Attendees
Webex Webinars 101	**Webex Webinars for Hosting Large Online Events and Seminars – 90 minutes** This comprehensive training course equips you with the skills to successfully plan, host, and manage large-scale virtual events using Webex Webinars (formerly Webex Events). You'll learn essential techniques for generating leads, managing campaigns, and delivering polished presentations to large audiences. – Navigate the platform's advanced scheduling features to create seamless registration workflows – Master audio and video best practices for professional-quality broadcasts – Utilize private practice rooms to perfect your presentation before going live – Set up and manage audience engagement tools including polls and Q&A – Configure lead generation settings and campaign tracking – Learn time-tested strategies from experienced Webex event producers Whether you're new to virtual events or looking to enhance your existing skills, this course provides the practical knowledge needed to confidently host successful webinars for your organization. *Prerequisite: Webex 101 or equivalent competency*	Event coordinators, marketing professionals, corporate trainers, and anyone responsible for hosting large online meetings or events.
Webex Events 101	**Webex Events for Hosting Large Online Events and Seminars – 90 minutes** Webex Events (formerly Socio), a comprehensive virtual and hybrid event platform, empowers organizations to create impactful large-scale gatherings, from company-wide meetings to dynamic conferences. This powerful solution streamlines lead generation and campaign management while offering sophisticated audience engagement tools. Master advanced scheduling features to coordinate complex multi-session events, and gain expertise in professional-grade audio and video management. Take advantage of innovative features including private preparation spaces for speakers, interactive polling capabilities, and robust engagement analytics. Whether hosting intimate team meetings or large-scale conferences, Webex Events provides the tools to deliver seamless, engaging experiences that drive meaningful connections and measurable results. *Prerequisite: Webex 101 or equivalent competency*	Event coordinators, marketing professionals, corporate trainers, and anyone responsible for hosting large online meetings or events.
Webex Events – Producers Workshop	This hands-on workshop is for marketing, public relations, and others who plan, schedule and produce large, highly visible, online events. Learn to plan for common issues and conduct effective dry runs. You'll leave the class with a Producer's Checklist that will help you deliver technically flawless online events. *Prerequisite: Webex Events 101 or equivalent competency*	Event coordinators, marketing professionals, corporate trainers, and anyone responsible for hosting large online meetings or events.

Webex Contact Center Training

Course Title	Description	Recommended Attendees
Webex Contact Center – Master Agent/ Supervisor	**Webex Contact Center – Master Agent – 90 minutes** This comprehensive training course covers essential skills and tools for call center supervisors. Participants will learn how to change the state of an agent, play call recordings, and send team messages. Advanced topics include generating supervisor and performance reports, as well as analyzing agent and queue statistics. Additionally, the course will cover agent out dial functionalities to enhance operational efficiency. *Prerequisite: None* *Recommend Contact Center is installed and accessible to course attendees.*	Webex Contact Center Master Agents/ Supervisors
Webex Contact Center for Agents/Callers	**Webex Contact Center – Caller Training – 60 Minutes** This comprehensive training program introduces contact center agents to the essential features and capabilities of Webex Contact Center, whether they are working on-site or remotely. Participants will learn to effectively handle customer interactions, navigate the interface, and utilize key tools to deliver exceptional customer service. The course is designed for new agents and those transitioning to the Webex platform. *Prerequisite: None* *Recommend Contact Center is installed and accessible to course attendees.*	Webex Contact Center Agents

Meet Me In The Cloud Train-the-Trainer

Course Title	Description	Recommended Attendees
Product-specific Train-the-Trainer	**Meet Me In The Cloud Train-the-Trainer** Meet Me In the Cloud provides customized, comprehensive Train-the-Trainer programs for the Webex services and for specific courses, such as Webex 101.	Partners, Learning Development, IT

Webex eLearning Courses (self-paced)

Course Title	Description	Recommended Attendees
Webex 101 – Webex Basics	This comprehensive self-paced course simplifies the adoption of your new collaboration platform. Participants will master the fundamental features of the Webex App, including scheduling, starting, and joining meetings. The course will also delve into techniques for conducting highly effective meetings, utilizing Webex Chat and Spaces, and navigating the Webex Website. By the end of this course, you will be equipped with the essential skills to leverage Webex for all your collaborative needs, ensuring a seamless and productive experience.	All Webex Meetings users

Webex 201 – Advanced Concepts	This self-paced course covers advanced aspects of Webex, including customizing meeting room layouts, managing recordings, facilitating breakout sessions, analyzing meeting analytics, creating interactive polls, managing participant roles, and advanced presenter controls. It emphasizes hands-on practice with industry-tested techniques to enhance participant engagement and online meetings. Access to Webex resources and configuring profile settings for enhanced functionality are also included.	Webex Meetings Advanced Users
Event and Webinar Producer Workshop	This comprehensive self-paced workshop explores the essential details of planning and managing virtual events and webinars. Attendees will gain hands-on experience and valuable insights into effectively organizing and executing seamless virtual experiences. The course emphasizes critical considerations such as audience engagement, technical setup, content delivery, and post-event analysis. Participants will also explore best practices for troubleshooting common issues, maximizing attendance, and leveraging interactive tools to create dynamic and impactful virtual events. By the end of the workshop, you will be equipped with the skills and knowledge to confidently host successful virtual events and webinars, ensuring a professional and engaging experience for all attendees.	Webex Webinar and Events Users

Zoom

Zoom End-User Training

Course Title	Description	Recommended Attendees
Zoom Meetings 101	**Zoom Basics – 60 minutes** This 60-minute class is designed to get you started using Zoom quickly using the Desktop Application and the Website interface. In this interactive class, you'll learn the basic functionality of the main primary components of Zoom: Signing in and navigating Zoom, conducting meetings, introduction to co-hosts, recording meetings, sharing content, interacting with chat, and using the phone feature. Best practices are also covered throughout the entire class. *Prerequisite: A Zoom Host account*	Every Zoom Host
Zoom Meetings 102	**Scheduling Privilege – 30 minutes** This 30-minute class add-on is designed to show Executives how to designate delegates for scheduling Zoom Meetings and to show Administrative Assistants how to schedule and start meetings on behalf of Executives. This class can work in conjunction with Zoom 101 or Zoom 201 and is not intended as a stand-alone class. *Prerequisite: Zoom Meetings 101 or equivalent competency*	Executive Admins and Experienced Hosts
Zoom Meetings 201	**Advanced Meetings – 90 minutes** This 60-minute class focuses on advanced Zoom Meeting features and functionality. In this class, you'll learn about adjusting your own meeting preferences and settings to include or exclude advanced features from your meetings and email notifications. You will learn about scheduling a meeting directly from your calendar. You will also learn how to use additional Meetings features including: Private Chat, File Transfer, End Of Meeting feedback, Co-host, Polling, Placing Attendees on Hold, Annotation, Whiteboard, and Remote Control. You will also learn how to use advanced Meeting features including: Breakout room, Remote support, Closed captioning, Far end camera control, Attention tracking, and Waiting room. You will also learn about creating Meeting Templates. Best practices are also covered throughout the entire class. *Prerequisite: Zoom Meetings 101 or equivalent competency*	Experienced Zoom Hosts

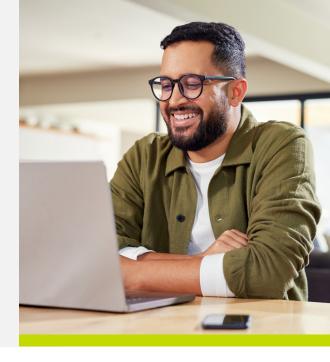|		
Zoom Phones 101	**Zoom Phones – 60 minutes** This 60-minute class focuses on advanced Zoom Phones features and functionality. End Users will receive an overview of the desktop application features & functionality, like Call controls, Call History, plus the various options for Call Settings and Voicemail. Users will also receive an introduction to the Directory and the mobile app.	Zoom Phone End Users
Zoom Webinars	**Zoom Webinars – 90 minutes** This 90-minute class is designed for large company meetings, seminars, and other large online events. Learn how Webinars supports lead generation and campaign management. Attendees will master the unique scheduling capabilities of Webinars and learn best practices for managing audio and video. Learn to leverage private audio practice rooms, designate a polling resource and more. Can be adapted to cover features of Zoom Events. *Prerequisite: Zoom 101 or equivalent competency, Zoom license*	Marketing and/or others responsible for delivering large online Events and Seminars
Intro to Zoom Workspace	**Intro to Zoom Workspace – 60 Minutes** This one-hour hands-on introductory course on Zoom Workspace is designed to provide participants with a comprehensive overview of its features and functionalities. You will learn how to navigate the workspace, manage projects, and collaborate seamlessly with your team. By the end of this session, you'll be equipped with the essential skills to enhance productivity and streamline your workflow using Zoom Workspace. **Key Topics:** – Overview of Zoom Workspace Features – Navigating the User Interface – Project Management Tools – Collaboration and Communication Features – Integrating with Other Tools – Tips and Best Practices for Efficient Use *Prerequisite: Zoom 101 or equivalent competency*	Zoom Workspace End Users

Next Steps

Whether you are a seasoned collaboration product user, or you've just started the process of implementing your desired collaboration technologies we have the training you need to increase adoption and utilization.

We're here to help.

✉ sales@meetmeinthecloud.com

📱 866.221.3221 Ext. 0200

webex by CISCO

CISCO Partner

Customer Experience Specialized
Learning Partner
Select Advisor
Select Integrator

Copilot

ZOOM

Meet Me In The Cloud

meetmeinthecloud.com