Meet Me In The Cloud

Course Catalog
Webex Teams, Webex Meetings, and
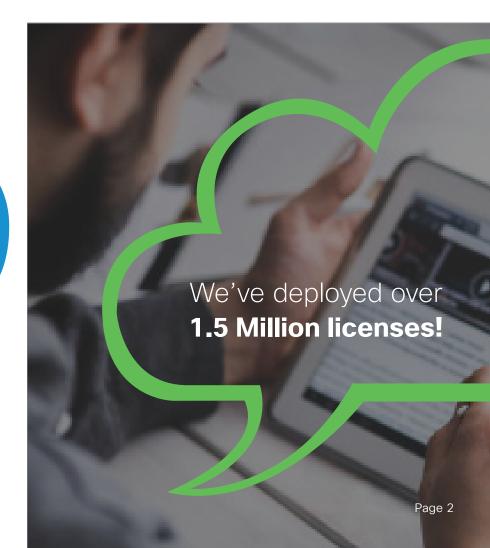Jabber, End-user and Administrator Training

Welcome to Webex Training!

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

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

3 Each course is recorded for ongoing use by the customer. Handouts are provided to attendees at the end of class.

4 The maximum recommended number of students per class is 50, assuming the customer's Webex license will support that capacity. However, customers can bring as many people as they like to class.

5 Courses can be taught in English, Spanish or Mandarin Chinese.

We're here to help.

✉ sales@meetmeinthecloud.com
📱 866.221.3221 Option 1 Ext 1

We've deployed over
1.5 Million licenses!

Cisco Webex Teams

Course Title	Description	Recommended Attendees
Webex Teams For End-Users	**Collaboration 101 – 90 minutes** Just as you collaborate with new tools in your social life, our business lives are moving away from the 1:1, point-topoint engagements typical of voicemail, IM and email, toward powerful collaboration tools. Cisco Webex Teams is the business collaboration platform of the future, combining messaging, meeting and video calling all in one. If your organization has purchased Cisco Webex Teams for your use, coming to class will help expedite your learning curve and learn to get the most out of Webex Teams. *Prerequisite: A Webex Teams account*	Every Webex Teams and Webex Meetings Webex User
Cisco Webex Board	**Using Your Webex Board – Onsite Training** Cisco Webex Board is a unique team collaboration device that combines wireless presentation, digital white boarding, and video conferencing. This class is designed to help customers get the most out of their Cisco Webex Boards. The class covers the board from its most basic use as a whiteboard and large presentation screen, to the advanced features of proximity, paring and using the Board for video conferencing and as an endpoint in a Webex meeting. *Prerequisite: Webex Meetings 101 or Equivalent Competency and Collaboration 101: Cisco Webex Teams or Equivalent Competency*	Every Cisco Webex Board User

Cisco Webex Teams Administration

Course Title	Description	Recommended Attendees
Cisco Webex Teams Admins – Virtual	**Cisco Webex Teams Control Hub - Configuring Single Identity Webex Meetings and Webex Teams – 90 Minutes** Cisco Webex Teams is a powerful business collaboration platform. This class reviews how to give access and manage the backend of Webex 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 Cisco Webex Teams Control Hub and access under Single Identity. *Prerequisite: A Cisco Webex Teams Site Administration Account* *Suggested complementary class: Webex Meetings Site Administration and Configuration*	IT and Business Leads responsible for the configuration of Cisco Webex Teams

Webex Site Administration

Course Title	Description	Recommended Attendees
Configuring Site Admin – Virtual	**Webex Site Administration and Configuration – 90 minutes** The instructor outlines how to configure your Webex site: how to create user accounts, customize email templates, restrict features, generate reports, set tracking codes, session types and the pros, cons, and best practices associated with these complex settings. In this 90-minute session the class reviews the key configuration options available to a Site Administrator. *Prerequisite: A Webex Site Administration Account*	IT & Business Leads responsible for the configuration of Webex
Configuring Site Admin - Onsite	**Webex Site Administration and Configuration Onsite Full Day Workshop** This is a ¾ day workshop where the customer's IT team works side-by-side with the instructor, working through each field in Webex Site Administration. The instructor provides a custom Configuration Workbook and the team works through the best practices from a business and technical perspective, configures the site and documents the configuration decisions in the Workbook. *Prerequisite: A Webex Site Administration Account*	IT & Business Leads responsible for the configuration of Webex
Providing Level One Support	**Providing Level One Support to Webex Users** In this class, the instructor identifies the most common reasons for a call to an internal help desk. The instructor helps the Level One support team identify, troubleshoot and resolve the calls they can, and for those calls that cannot be resolved, shows help desk personnel how to gather information from the user and escalate to the 24-hour Webex Technical Support line. Additionally, when the internal help desk is responsible for managing user accounts, the instructor will show the help desk team how to create accounts, add services, unlock accounts, resolve log in issues, deactivate accounts, enable features and run reports. *Prerequisite: A Webex Site Administration, View-Only Account and Webex Meetings 101 or Equivalent Competency*	IT Help Desk

We've delivered
300k+ classes!

We've trained over
414k end users!

Webex End-User Training

Course Title	Description	Recommended Attendees
Webex Meetings 101	**Webex Basics – 60 minutes** You'll get a solid introduction to meeting online in this class. Attendees learn to download Productivity Tools, schedule a meeting and invite others to attend. You'll learn to start a meeting, share various types of content, record a session, manage audio and video and change presenters. Interactivity tools are introduced. This is a fun, active and engaging class that every Webex user should attend. *Prerequisite: A Webex Host account*	Every Webex Host
Webex Meetings 201	**Webex Advanced Concepts – 90 minutes** If you've conducted at least 30 Webex meetings, you're ready to tackle advanced features and best practices that will make your online meetings significantly more effective. Improve upon your Webex skills with this advanced concept course. Students learn to customize the Webex meeting room experience, make minor edits to recordings, run reports, create and share polls, assign in-meeting privileges, share presenter rights, access downloads, help files, end-user documentation and how to set profile options. The instructor provides best practices for interactivity to enhance adult learning. *Prerequisite: Webex Meetings 101 or equivalent competency*	Experienced Webex Hosts
Webex Meetings 101 for Remote Workers	**Webex Basics – 60 minutes** You'll get a solid introduction to meeting online in this class. Attendees learn to download Productivity Tools, schedule a meeting and invite others to attend. You'll learn to start a meeting, share various types of content, manage audio and video and change presenters. Remote access and security consideration which includes cybersecurity and antivirus, and bandwidth. Settings are focused on your remote workers and includes best practices for working remotely. If you have remote workers this is the perfect class for them. *Prerequisite: A Webex Host account*	Remote Webex Hosts
Webex Meetings 101 for Executive Admins	**Webex Basics & Scheduling on Behalf of Others – 90 minutes** You'll learn the four primary components of a meeting in the cloud: scheduling, sharing content, managing audio and using Webex for video conferencing as it relates to the role of an Executive Assistant. You will understand the difference between the different types of Webex meetings, as well as navigating the Webex Website and where to find Host information for your meetings. *Prerequisite: A Webex Host Account*	Executive Admins
Webex for Sales	**Effective Selling Using Webex – 60 minutes** Successful account teams excite and inspire prospective customers to buy. This class will teach account teams to leverage the capabilities of Meeting Center to keep a prospect engaged in your virtual sales call, and drive sales. *Prerequisite: A Webex Host Account*	Inside Sales Teams

Webex End-User Training

Course Title	Description	Recommended Attendees
Webex Training 101	**Webex for the Virtual Classroom – 90 minutes** If you teach, or develop curriculum for online delivery, you need to use Webex for the virtual classroom experience. Enhanced interactivity, assessments, breakout sessions for small group learning, hands-on lab for technical training and in-session features like threaded Q&A, panelist support and more are all necessary components for effective online learning. This class is for trainers and curriculum developers already familiar with Webex Meetings who need to understand the advanced capabilities of Training. *Prerequisite: Webex Meetings 101 or equivalent competency*	L&D Teams, Curriculum Developers, Corporate Trainers, HR, IT and anyone who builds curriculum or delivers training online.
Webex Training – Breakout Sessions	**Design & Conduct Breakout Sessions - 90 minutes** Small-group work is key to successful adult learning and retention and BOS are a key feature of Webex Training. Use BOS to gather students into small groups for role-playing, brainstorming and to collaborate on tasks. Learn to manage BOS in the classroom, and discover innovative ways to incorporate this tool into your own curriculum. *Prerequisite: Webex Training 101 or equivalent competency*	Curriculum Developers, Corporate Trainers, HR, IT and anyone who trains online.
Webex Events 101	**Webex for Large Online Events and Seminars – 90 minutes** Webex Events is designed for large company meetings, seminars and other large online events. Learn how Events supports lead generation and campaign management. You'll master the unique scheduling capabilities of Events and you'll learn best practices for managing audio and video. Learn to leverage private audio practice rooms, designate a polling resource and more. Join us! *Prerequisite: Webex Meetings 101 or equivalent competency*	Marketing and/or others responsible for delivering large online Events and Seminars
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*	Marketing and/or others responsible for delivering large online Events and Seminars
Enterprise Edition 101	**Welcome to Your New Webex Site - 60 minutes** Webex Enterprise Edition is comprised of four very different services. You'll learn the distinct characteristics of Meetings, Training, Events, and Support. We cover the new Personal Meeting Rooms and how to use your Webex Host account for global conference calling. We wrap up with MyWebex and your Profile options. *Prerequisite: None*	Webex Site Administrators and Others Interested in the Big Picture of all Webex services

Webex End-User Training

Course Title	Description	Recommended Attendees
Webex Support 101	**Webex for the IT Help Desk – 60 minutes** Webex Support gives IT Help Desk agents a tool to remotely access a caller's desktop to perform break/fix, transfer files and reboot. You'll learn to manage up to 8 concurrent sessions and escalate callers to Level 2 support. For customers who choose to activate WebACD, Support delivers 'Live Chat' on the web. You'll explore setting up WebACD with pre-populated responses and intelligent call routing to established queues. *Prerequisite: Webex Meetings 101 or equivalent competency*	IT Help Desk Agents who will use Webex to support users
Cisco Jabber	**Jabber for Instant Messaging and Presence – 60 minutes** We introduce the EIM client as a business communications hub. Students interact using their own client as we cover IM and presence, creating profiles, managing contacts, PC-to-PC voice and video calling, Outlook and Webex integration. If UC integration has been configured, we cover visual voicemail, sending and receiving voice and video calls and call control options. Note: Your available features will vary depending upon whether you have deployed Jabber for Windows, Connect, and/or whether or not you have UC integration. *Prerequisite: An active Jabber client on the desktop – Mac or PC.*	New Jabber Users
Webex Meetings + Video Endpoints	**Webex Basics + Video Endpoints - 90 minutes** You'll get a solid introduction to meeting online in this class. Attendees learn to schedule a meeting, reserve a room for video devices, join from their computer or video device, call from their video device and go through the basics of running a Webex Meeting from their Video Device. This is a fun, active and engaging class that every Webex user who has a Video Device attend. *Prerequisite: None*	Webex Site Administrators and Others Interested in the Big Picture of all Webex services
Webex Calling	**Webex Calling 101 for End Users - 60 Minutes** This End User focused training introduces your team to the basic features of Webex Calling. They 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. *Prerequisite: None*	Webex Site Administrators and Others Interested in the Big Picture of all Webex services

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 Train-the-Trainer programs for the Webex services, such as Webex Meetings.	Partners, Learning Development, IT

eLearning Courses

Course Title	Description	Recommended Attendees
Webex Meetings 101 – Webex Basics	Adopting your new collaboration platform has never been easier. In this course, you will learn the Webex Meetings basic functionality of scheduling meetings, starting or joining meetings, conducting effective meetings, and the Webex Website.	All Webex Meetings users
Webex Meetings 201 – Advanced Concepts	If you've conducted at least 50 Webex meetings, you're ready to tackle advanced features and best practices that will make your online meetings significantly more effective.	Webex Meetings Super Users
Webex Meetings for Remote Access Workers	In this course, you will learn the Webex Meetings basic functionality of scheduling meetings, starting or joining meetings, conducting effective meetings, and the Webex Website with a focus on working from a remote site, such as your home or while traveling.	Remote Workers
Webex Meetings for Executive Admins	In this course, you will learn the Webex Meetings basic functionality of scheduling meetings, starting or joining meetings, conducting effective meetings, and the Webex Website as it relates to the role of an Executive Assistant.	Executive Admins
Webex Events 101 – Webex for Large Events	This class is designed to get you started using the Webex Events application quickly. In this interactive class, you will learn the Webex Event basic functionality of scheduling, polling, Q&A, practice session, sharing content, and reporting.	Webex Events Users
Event and Webinar Producer Workshop	Learn about the various aspects of planning and managing virtual Events for yourself or others. This interactive course covers the items to consider when hosting a virtual event or webinar.	Webex Events Users

Next Steps

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

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Customer Experience Specialized

Learning Partner

Contact Us Today!

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