

# Course Catalog: Webex Teams + Webex Meetings + Jabber



## Meet Me InTheCloud

Webex Meetings, Webex Teams,  
and Jabber

End User and Administrator Training

Meet Me In The Cloud, Inc.

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Instructor-Led  
Training for Cisco  
Webex Meetings,  
Webex Teams, CMR  
& Cisco Jabber

Now, use Cisco Learning Credits  
for Webex Meetings & Webex  
Teams Training

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## Webex End-User and Administrator Training Customized, Private Training for the Organization

### Welcome to Webex Training:

1. All 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. Organizations that have fewer than 10 attendees to be trained, may find attending a public class on the Course Marketplace to be a workable option as well: <https://meetmeinthecloud.com/online-learning>.
6. Courses can be taught in English, Spanish or Mandarin Chinese.



Course Title	Description	Recommended Attendees
<b>USD or Cisco Learning Credits</b>	<b>Cisco Webex Teams</b>	
<b>Webex Teams For End-Users</b>	<p><i>Collaboration 101 – 90 minutes</i></p> <p>Technology is at the dawn of collaboration. Just as you collaborate with new tools in your social life, our business lives are moving away from the 1:1, point-to-point engagements typical of voicemail, IM and email, toward powerful collaboration tools.</p> <p>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, you need to come to class to expedite your learning curve, and learn to get the most out of Webex Teams.</p> <p><i>Prerequisite: A Webex Teams account</i></p>	Every Webex Teams and Webex Meetings Webex User
<b>Cisco Webex Board</b>	<p><i>Using Your Cisco Webex Board</i></p> <p>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.</p> <p><i>Prerequisite: Webex Meetings 101 or Equivalent Competency and Collaboration 101: Cisco Webex Teams or Equivalent Competency</i></p>	Every Cisco Webex Board User
Recommend ONSITE delivery		

<b>Cisco Webex Teams Administration</b>		
<b>Cisco Webex Teams Admin – Virtual</b>	<p><i>Cisco Webex Teams Control Hub - Configuring Single Identity Webex Meetings and Webex Teams – 90 Minutes</i></p> <p>Cisco Webex Teams is a powerful business collaboration platform. This class reviews how to give access and manage backend 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 sessions reviews all you need to know about Cisco Webex Teams Control Hub and access under Single Identity.</p> <p><i>Prerequisite: A Cisco Webex Teams Site Administration Account</i></p> <p>Suggested complementary class: Webex Meetings Site Administration and Configuration</p>	IT & Business Leads responsible for the configuration of Cisco Webex Teams
<b>Webex Site Administration</b>		
<b>Configuring Site Admin – Virtual</b>	<p><i>Webex Site Administration and Configuration – 90 minutes</i></p> <p>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.</p> <p><i>Prerequisite: A Webex Site Administration Account</i></p>	IT & Business Leads responsible for the configuration of Webex
<b>Configuring Site Admin – Onsite</b>	<p><i>Webex Site Administration and Configuration Onsite Full Day Workshop</i></p> <p>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.</p> <p><i>Prerequisite: A Webex Site Administration Account</i></p>	IT & Business Leads responsible for the configuration of Webex
<b>Providing Level One Support</b>	<p><i>Providing Level One Support to Webex Users</i></p> <p>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.</p> <p><i>Prerequisite: A Webex Site Administration, View-Only Account and Webex Meetings 101 or Equivalent Competency</i></p>	<i>IT Help Desk</i>

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<b>Webex End-User Training</b>		
<b>Webex Meetings 101</b>	<p><i>Webex Basics – 60 minutes</i></p> <p>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, use the whiteboard and annotation tools, 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.</p> <p><i>Prerequisite: A Webex Host account</i></p>	Every Webex Host
<b>Webex Meetings 201</b>	<p><i>Webex Advanced Concepts – 90 minutes</i></p> <p>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.</p> <p><i>Prerequisite: Webex Meetings 101 or equivalent competency</i></p>	Experienced Webex Hosts
<b>Webex for Sales</b>	<p><i>Effective Selling Using Webex – 60 minutes</i></p> <p>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.</p> <p><i>Prerequisite: A Webex Host Account</i></p>	Inside Sales Teams
<b>Webex Training 101</b>	<p><i>Webex for the Virtual Classroom – 90 minutes</i></p> <p>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&amp;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.</p> <p><i>Prerequisite: Webex Meetings 101 or equivalent competency</i></p>	L&D Teams, Curriculum Developers, Corporate Trainers, HR, IT and anyone who builds curriculum or delivers training online.
<b>Webex Training - Scheduling</b>	<p><i>Enhanced Scheduling in Webex Training - 90 minutes</i></p> <p>Webex Training supports enhanced scheduling for single, recurring and multi-part classes. In this course you'll learn to schedule these sessions, build custom registration forms, create scheduling templates, customize email reminders, run reports and more. Registration and reporting for both live and recorded sessions is included.</p>	Trainers and Admins who schedule Training sessions.

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	<i>Prerequisite: Webex Meetings 101 or equivalent competency</i>	
<b>Breakout Sessions In Webex Training</b>	<p><i>Design &amp; Conduct Breakout Sessions - 90 minutes</i></p> <p>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</p> <p><i>Prerequisite: Webex Training 101 or equivalent competency</i></p>	Curriculum Developers, Corporate Trainers, HR, IT and anyone who trains online.
<b>Hands-On Lab In Webex Training</b>	<p><i>How To Use Hands-On Lab – 90 minutes</i></p> <p>HOL is a powerful feature of Webex Training that allows remote, unattended classroom or lab computers to be accessed from the virtual classroom. In this class, you'll learn to configure computers for remote access, reserve them for use in your online class, and connect students to these remote machines from within the virtual classroom</p> <p><i>Prerequisite: Webex Training 101 or equivalent competency</i></p>	IT Staff (lab set up), Curriculum Developers and trainers.
<b>Webex Events 101</b>	<p><i>Webex for Large Online Events and Seminars – 90 minutes</i></p> <p>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!</p> <p><i>Prerequisite: Webex Meetings 101 or equivalent competency</i></p>	Marketing and/or others responsible for delivering large online Events and Seminars
<b>Webex Events Producer's Workshop</b>	<p><i>Best Practices for an Effective Large Event – 90 minutes</i></p> <p>This hands-on workshop is for Marketing, Public Relations, Executives and Admins who plan, schedule and produce large, highly visible, online events with multiple speakers. Learn to anticipate common issues and conduct effective dry runs. You'll develop a Producer's checklist that will help you deliver stress-free, technically flawless online events.</p> <p><i>Prerequisite: Webex Meetings 101 or equivalent competency</i></p>	Marketing and/or others responsible for delivering large online Events and Seminars
<b>Enterprise Edition 101</b>	<p><i>Welcome to Your New Webex Site - 60 minutes</i></p> <p>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.</p> <p><i>Prerequisite: None</i></p>	Webex Site Administrators and Others Interested in the Big Picture of all Webex services

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<p><b>Webex Support 101</b></p>	<p><i>Webex for the IT Help Desk – 60 minutes</i></p> <p>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.</p> <p>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.</p> <p><i>Prerequisite: Webex Meetings 101 or equivalent competency</i></p>	<p>IT Help Desk Agents who will use Webex to support users</p>
<p><b>Record and Playback</b></p>	<p><i>Record and Playback with Webex – 60 minutes</i></p> <p>Learn to record your meetings locally or on the server and distribute the link to others. Learn to capture audio from 3rd party audio solutions and to download the standalone recorder and create VODs. We perform basic file editing and convert Webex recordings to standard file formats using the Webex editor.</p> <p><i>Prerequisite: Webex Meetings 101 or equivalent competency</i></p>	<p>Interested Webex Hosts</p>
<p><b>Cisco Jabber</b></p>	<p><i>Jabber for Instant Messaging and Presence – 60 minutes</i></p> <p>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.</p> <p>If UC integration has been configured, we cover visual voicemail, sending and receiving voice and video calls and call control options.</p> <p>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.</p> <p><i>Prerequisite: An active Jabber client on the desktop – Mac or PC.</i></p>	<p>New Jabber Users</p>
<p><b>Meet Me In The Cloud "Mini-Classes"</b></p>		
<p><b>Webex and Mobility</b></p>	<p><i>Using Webex on your iOS Device – 30 minutes</i></p>	<p>Webex Hosts who will use mobile devices</p>