

Webex Calling

Course title	Overview of Webex Calling
Duration	90 minutes (Including 15 minutes Q&A)
Number of attendees	Up to 20 people per session
Course type	End user- scheduled interactive training.
Course code	UA-WC-001
Remote training requirements	<ul style="list-style-type: none">• Sessions will be hosted using MS Teams or Cisco Webex Meetings.• Attendees must have access to a PC/ Laptop that can access MS Teams or Cisco Webex Meetings.

Training description

This training is designed to understand how to make and receive external calls directly from your Webex App or device. The session gives an overview of how to use the dial pad, make or answer a call from anywhere, manage calls, and connect to a device etc.

Training synopsis

- 1) Getting Started
 - Overview of the Webex App interface.
 - Changing your status.
 - Availability.
- 2) Manage Voice calls
 - Making calls.
 - Options during a call.
 - Placing a call on hold.
 - Transferring a call.
 - Conference calls.
 - Receiving calls.
 - Forwarding your calls.
 - Call pickup.
- 3) Contacts
 - Hunt groups.
 - Sharing your screen during a call.
 - Call history.
 - Calling from mobile phone (iPhone/android)
- 4) Accessing Voicemail.
- 5) Connect to a device
 - Connecting to your desk phone.
 - Connecting to a Webex device.
 - Device options.