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webexone²⁴

Webex Academy Technical Training Program

Back by popular demand, the Webex Academy training program for WebexOne 2024 offers four days of in-person training and hands-on labs. Learn from the experts in AI, collaboration, and customer experience—and leave with applicable skills and expertise to power up your environment! Note that the program is only available with the Conference Pass PLUS Training ticket.

Extensive learning opportunities

- Engage in over 100 hours of learning across 65+ classes and labs over 4 days.

- Explore a range of learning options, from foundational product overviews covering key capabilities, to deep architecture and design sessions for customizing and troubleshooting your environment.

- Participate in hands-on labs that give you access to configure and test the technology alongside technical product experts.

- Get exclusive access to classes focused on the latest AI advancements in the industry and the chance to see AI at work across the entire Webex portfolio.

- Earn a Webex Academy 2024 badge once you meet the attendance criteria.

Webex Academy learning tracks

Webex Customer Experience

Achieve excellent customer satisfaction by listening, building, personalizing, and delivering differentiated customer experiences with deep insights at every touchpoint using AI-driven collaboration.

Webex Calling & Webex Suite

Discover how to deploy enterprise-grade calling to scale your business and enhance customer experiences with the Webex App, including mobile solutions and cloud transitions. Learn to connect, collaborate, and elevate teamwork through Webinars, Meetings, Messaging, Calling, Polling, and Video Messaging.

Cisco Devices

Redesign the home and office with intelligent devices for every workstyle and workplace, using AI and an open platform to empower users and administrators to work the way you want.

Security, Identity, and Compliance

Security is a foundation of Cisco collaboration that ensures privacy, compliance, and identity of users and their content is built-in, not bolted-on. Learn best practices and design guidance for secure deployments.

Advanced Diagnostics and Troubleshooting

Allow administrators to investigate and pinpoint quality and configuration issues with capabilities to drill down into participant details via Control Hub media quality data.

Integrations and Cross-Architecture Solutions

Learn how to unlock the power of hybrid work for your customers using platform APIs, as well as Cisco cross architecture technologies such Meraki, ThousandEyes, Spaces, AI, and third-party interoperability and integrations.

Program overview*

Monday

SESSION TITLE	TYPE
Seamless Collaboration: A Comprehensive Guide to the Webex Suite by Cisco	Training Class: Foundations
Webex Customer Experience from on-premises to the cloud	Training Class: Foundations
Incorporate AI with Cisco Devices to Every Meeting	Training Class: Advanced

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SESSION TITLE	TYPE
Unleash the power of the Webex developer platform!	Training Class: Foundations
Webex Control Hub Lab	Training Lab: Foundations
Webex Security: Identity, Compliance, and Encryption	Training Lab: Advanced
Implement ThousandEyes and Meraki to Monitor and Troubleshoot your Collaboration Environment	Training Lab: Advanced
Webex Calling Interoperability with Microsoft Hands On Lab	Training Lab: Advanced
Successful migrations for Unified CM to Webex Calling	Training Class: Advanced
Extensible Contact Center: Leverage the Power of APIs and Webhooks	Training Class: Advanced
Webex Foundations: Calling	Training Class: Foundations
Connect with customers through the orchestration of digital communications	Training Class: Foundations
Transition your contact center to the Cloud with Confidence: Adding value now with Hybrid Cloud Services Architecture and Webex Contact Center Enterprise	Training Class: Advanced
The Algorithms That Got Us Here... and Where They Failed	Training Class: Foundations
Best Practices for a Successful Migration from Jabber to the Webex App	Training Class: Advanced
AI-powered workflows for hybrid work: Webex Events, Video Messaging, and Polling	Training Class: Foundations
Webex Calling and Dedicated Instance – Understanding their relationship and how to optimize your Calling, PSTN, and Connections into the cloud	Training Class: Advanced

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SESSION TITLE	TYPE
Webex Foundations: Webinars	Training Class: Foundations
A practical use case of toll fraud prevention on Expressway using machine learning	Training Class: Foundations
Navigating Webex Calling, Strategies, Optimization, and Best Practices: Day in the Life of an Admin	Training Class: Advanced
Introduction to Webex Contact Center Service Orchestration and AI : Reimagining Experiences	Training Class: Foundations
From Theory to Practice: Generative AI and Webex Integration	Training Lab: Advanced
A Hands-on Approach to Automation with Cisco Collaboration APIs	Training Lab: Advanced
Using Devices xAPI for Integrated Workspaces or Automated Workspaces	Training Lab: Expert
Webex Connect with Instant Connect for Video Customer Interactions	Training Lab: Advanced
Calling integration with Microsoft Teams	Training Class: Advanced
Webex can do that? The Webex platform and what it can do for you	Training Class: Advanced
Webex Identity, Provisioning, Authentication, and Authorization	Training Class: Advanced
Leverage Webex Calling to Overcome Modern Challenges and Scale Business Growth	Training Class: Advanced
Harnessing gRPC APIs for Personalized Virtual Agent Orchestration in Contact Centers	Training Class: Expert
Art of the Possible - Webex Programmability	Training Lab: Expert
Integrating Journey Data Service with Webex Contact Center	Training Lab: Advanced

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SESSION TITLE	TYPE
Webex Video Interoperability with Microsoft Teams	Training Class: Advanced
Unlock the Power of Webex Calling Analytics in Control Hub	Training Class: Advanced
Agile Management of Webex Calling - There is an API for that!	Training Class: Expert
Webex Edge Connect Design Guidance	Training Class: Advanced
Webex Contact Center: Empowering Agents in the New Era of CX	Training Class: Advanced

Tuesday

SESSION TITLE	TYPE
Webex Meetings: Advanced features	Training Class: Advanced
Collab AI - The Rise of GenAI — And What's Next	Training Class: Foundations
Webex Customer Experience Basic & Essentials solution Overview, Configuration and User Experience Deep Dive	Training Class: Advanced
Troubleshooting Webex Authentication and Provisioning	Training Class: Expert
Device xAPI, Room Customization and Deployment	Training Lab: Foundations
Webex Calling Lab: Transitioning from On-Premises to Cloud	Training Lab: Advanced
Webex Connect Lab - Mastering the Basics of Webex Connect	Training Lab: Advanced
Migrating IP Phones from Unified CM (on-premises) to Webex Calling (cloud) by a TAC Engineer	Training Class: Advanced
Collab AI - Talk with AI Product Experts and learn how we build breakthrough AI innovations for Cisco's Collaboration Portfolio	Training Class: Foundations

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SESSION TITLE	TYPE
Webex Contact Center: Enable your Contact Center with Intelligent Data and Insights	Training Class: Expert
Troubleshooting Cisco Devices – Microsoft Teams Room, Webex Edge, WebRTC	Training Class: Expert
Cisco Devices and Microsoft Teams Room Learning Lab	Training Lab: Advanced
Planning and designing successful cloud calling deployments with Webex Calling	Training Class: Advanced
Webex Data Management, Control, and Loss Prevention	Training Class: Advanced
Webex Calling Lab A: Advanced Webex Calling Lab: Managing Locations and PSTN Services for IT Pros	Training Lab: Foundations
AI Masterclass	Training Class: Advanced
Troubleshooting: Webex Calling	Training Class: Expert
Webex Calling Lab B: Mastering Webex Calling: A Practical Lab for IT Professionals	Training Lab: Foundations
Webex Calling Lab C: Advanced Webex Calling Lab: Mastering Sophisticated Communication Features	Training Lab: Foundations
Webex Calling Lab D: Elevating Communication Systems	Training Lab: Foundations
Webex Customer Experience Basic and Essentials Lab	Training Lab: Advanced
Desk Phone 9800 Deep Dive: Action Button, Hotdesking, and Enhanced Configuration Lab	Training Lab: Advanced
Webex Contact Center Lab Advanced: Customer & Agent Experience (Virtual Agents and Agent AI)	Training Lab: Advanced

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SESSION TITLE	TYPE
Webex Contact Center Lab: Data, insights & Journey	Training Lab: Advanced
Implementing customer interaction automation using Webex Connect	Training Class: Advanced
Mastering AI-Powered CX: Building and Integrating Virtual Agents with LLMs	Training Class: Advanced
Cisco cross-architecture: ThousandEyes, Meraki, Cisco Spaces, and SD-WAN	Training Class: Advanced
Webex Contact Center Lab Foundation: Customer Experience (Voice)	Training Lab: Advanced

Wednesday

SESSION TITLE	TYPE
Webex Calling Lab A: Advanced Webex Calling Lab: Managing Locations and PSTN Services for IT Pros	Training Lab: Foundations
Next generation video meetings with Cisco Devices	Training Class: Advanced
Webex Calling Lab B: Mastering Webex Calling: A Practical Lab for IT Professionals	Training Lab: Foundations
Webex Calling Lab C: Advanced Webex Calling Lab: Mastering Sophisticated Communication Features	Training Lab: Foundations
Webex Calling Lab D: Elevating Communication Systems	Training Lab: Foundations
Webex Contact Center Lab: Solution Use-case and APIs	Training Class: Advanced
Webex CCE Evolution: Large Scale, Secure, Flexible, Accelerated Business Value in one solution	Training Class: Advanced

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Thursday

SESSION TITLE	TYPE
Unpacking Partner Hub: Your Troubleshooting Blueprint (NOTE: For Partners Only)	Training Class: Advanced
Cisco Collaboration On-Premises Update	Training Class: Advanced
Partner Testing - Webex Calling	Exam
Customer Testing - Webex Calling	Exam

*Session dates and topics subject to change

August 2024

For more information
Visit webexone.com to learn more and register.

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