

VQ Conference Manager Concierge and Call Management Certification

A hands-on Certification for unified communications and help-desk engineers who are responsible for providing scheduling and trouble resolution to organizations using VQ Conference Manager, concentrating on after-deployment operations management.

In addition to the current users of VQ Conference Manager, this course provides an ideal introduction for managers considering acquiring VQ Conference Manager for their operations.

Students will execute tasks necessary to provide Cisco Meeting Server (CMS) users with call scheduling, call management, analytics reporting, and issue resolution through VQ Conference Manager in real-world scenarios.

What you'll learn

Day 1: Overview of VQ Conference Manager, conference scheduling and conference management

Day 2: Introduction to operational Analytics, issue resolution and practical exam

Course outline

Introduction to VQ Conference Manager

- Use cases
- Capabilities
- Uniqueness in the marketplace

Operator and Concierge User Rights

- UX Profiles
- Effects on individual GUIs

Navigating the VQ Conference Manager Menu

- System Menu
- coApps
- Tenants
- Meetings
- Activity

Tenants

- Operator Rights within Tenants

Space Templates

- Settings within Space Templates
- Space Templates Vs. API Commands

Scheduling Meetings

- New Meetings
- Space Templates
- Participant Roles

Managing Meetings

- Call
- Schedule
- Members
- Stats
- Settings
- Reactive calls
- Rename Participants
- Move Participants
- Lock/unlock calls

Components Overview

- WebBridge, TURN server, Call Bridge, API and MMP
- Single server vs multi server deployment
- VM vs Cisco Meeting Server

Call Bridge

- Dial plan configuration
- Integration with existing SIP call control
- Integration with LYNC server
- GW functionality configuration
- LDAP configuration
- DNS

Edge Applications

- Configuring the WebBridge
- Configuring the TURN server

Troubleshooting

- MMP tools

Logs

- Dial plan issues
- Web bridge issues

API

- Overview
- Use case scenarios

Certified VQ Conference Manager Concierge (CCMC) Certification Assessment

Best for

- Technical staff where CMS (Acano Servers) are deployed
- VQ Resale Partners
- IT Managers looking at deploying VQ Conference Manager
- Field engineers and personnel who provide first-line support to CMS server operations

Prerequisites

- A working knowledge of IP networking, security certificates, DNS, LDAP, and Syslog Servers are beneficial.

Certification

- Students who successfully complete the course and receive a passing grade on the final exam will receive Certified VQ Conference Manager Concierge (CCMC) Certification.

Duration

- 2 days

Location

- Initially, this class will be held via video conference. Students are furnished with live servers and endpoint equipment connectivity to configure and validate the skills gained in this training.

Instructor

- Scott Waschler, VQ, Acano and Cisco certified instructor with three decades of communications industry experience.

Training Dates

2024

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| • 19–20 February | 9am – 5pm (Central Time Europe) |
| • 18–19 March | 9am – 5pm (Central Time USA) |
| • 24–25 March | 9am – 5pm (Arabia Standard Time) |
| • 20–21 May | 9am – 5pm (Central Time Europe) |
| • 17–18 June | 9am – 5pm (Central Time USA) |
| • 5–6 August | 9am – 5pm (Central Time USA) |
| • 9–10 September | 9am – 5pm (Central Time Europe) |
| • 4–5 November | 9am – 5pm (Central Time USA) |
| • 9–10 December | 9am – 5pm (Central Time USA) |