

# VQ Conference Manager: Training Courses Overview

## 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

## Course outline

### 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 Cisco Meeting Server is 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 2025

8-9 September	9am – 5pm (Central Time USA)
3-4 November	9am – 5pm (Central Time USA)
8-9 December	9am – 5pm (Central Time Europe)