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.

Training Dates 2025

14-15 July	9am – 5pm (Central Time USA)
8-9 September	9am – 5pm (Central Time Europe)
3-4 November	9am – 5pm (Central Time USA)
8-9 December	9am – 5pm (Central Time Europe)

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

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.

VQ Conference Manager Deployment and System Administration Certification

A hands-on Certification for unified communications and network engineers who are responsible for installing, configuring, and trouble resolution of VQ Conference Manager, concentrating on deployment and initial configuration of VQ Conference Manager.

Students will execute tasks necessary to deploy, configure, test, and resolve issue for VQ Conference Manager in real-world scenarios.

What you'll learn

Day 1
Overview of VQ Conference Manager, installation, integration, menus, and adding Call Bridges.

Day 2
Setting up user profiles, meeting templates, and tenants, as well as adding and managing meetings.

Day 3
Analytics and reporting, issue resolution, and practical exam.

Training Dates 2025

16-18 July	9am – 5pm (Central Time USA)
10-12 September	9am – 5pm (Central Time Europe)
5-7 November	9am – 5pm (Central Time USA)
10-12 December	9am – 5pm (Central Time Europe)

Course outline

Introduction to VQ Conference Manager
• Use cases
• Capabilities
• Uniqueness in the marketplace

Installing VQ Conference Manager
• Hypervisors
• Virtual Machines
• ISO Files
• Initial Settings

Configuring VQ Conference Manager
• Security
• Licensing
• SMTP Settings
• Email Templates

Navigating the VQ Conference Manager Menu
• System Menu
• coApps
• Tenants
• Meetings
• Activity

Tenants
• Creating New Tenants
• LDAP Configuration
• LDAP Importer
• Users
• Endpoints
• Spaces
• Alerts
• Settings
• Participant Timeline
• Participant View
• Call Bridge View
• Tenant View

Adding Call Bridges
• Constraints
• Setting Up Call Bridges on
  VQ Conference Manager
• Call Bridge control interfaces

UX Profiles
• Creating New UX Profiles
• ACLs in UX Profiles
• Navigation
• Available coSpace Templates
• Schedule Meeting From
• Apps
• Alerts
• Settings

Space Templates
• Creating New Space Templates
• Space Settings
• Participant Roles
• Rights

Analytics reports
• Call Timeline
• Call View
• Participant Timeline
• Participant View
• Call Bridge View
• Tenant View

Logging and Troubleshooting
• Downloading Logs

Managing Notifications
• Email Templates
• UX Profile Alerts

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