

## VQ Conference Manager Concierge and Call Management Certification

### Description

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: 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
  - ACLs
  - Effects on individual GUIs

- Navigating the VQ Conference Manager Menu
  - System Menu
  - coApps
  - Tenants
  - Meetings
  - Dashboards
  - Activity
- Tenants
  - Operator Rights within Tenants
  - ACLs
- coSpace Templates
  - Settings within coSpace Templates
  - coSpace Templates Vs. API Commands
- Scheduling Meetings
  - New Meetings
  - coSpace Templates
  - Participant Roles
- Managing Meetings
  - Call
  - Schedule
  - Members
  - Stats
  - Settings
- Analytics
  - Existing Reports
  - Modifying Existing Reports
  - Creating Data Sets
  - Creating Reports
- Certified VQ Conference Manager Concierge (CCMC)  
Certification Assessment
- Solution Overview
- Components Overview
  - WebBridge, TURN server, Call Bridge, XMPP Server, API and MMP
  - Single server vs multi server deployment

- VM vs Acano Server
  - Acano Server HW + photo
  - MMP configuration
- Call Bridge
  - Dial plan configuration
  - Integration with existing SIP call control
  - Integration with LYNC server
  - LYNC EDGE server integration
  - GW functionality configuration
  - LDAP configuration
  - DNS
- Edge Applications
  - Configuring the XMPP server
  - Configuring the WebBridge
  - Configuring the TURN server
- Troubleshooting
  - MMP tools
- Logs
  - Dial plan issues
  - XMPP server issues
  - Web bridge issues
- API
  - Overview
  - Use case scenarios

### **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.

**Scheduled Dates:**

- 19-20 April 2021 (9AM-5PM Central European Time)
- 3-4 May 2021 (9AM-5PM Central Time USA)
- 21-22 June 2021 (9AM-5PM Central Time USA)
- 12-13 July 2021 (9AM-5PM Central Time USA)
- 9-10 August 2021 (9AM-5PM Central Time Europe)
- 13-14 September 2021 (9AM-5PM Central Time USA)
- 18-19 October 2021 (9AM-5PM Central Time Europe)
- 15-16 November 2021 (9AM-5PM Central Time USA)
- 6-7 December 2021 (9AM-5PM Central Time Europe)
- 13-14 December 2021 (9AM-5PM Central Time USA)

All classes are delivered remotely over video/VPN. Custom, on-site courses can be scheduled as well.

**Number of students per class:**

- 12