

Professional services and training

Accelerate deployment of your conferencing platform, and empower your teams to run high-quality, dependable unified communications, with our professional services and training programs for VQ Conference Manager.

Choose from our range of professional services and training courses, delivered by VQ Communications or one of our certified partners. Our professional services and training courses are typically delivered remotely. We can also offer in-person services and training in certain regions.

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.

Deployment Assist

This service supports customers or partners during deployment and configuration of VQ Communications software, ensuring your conferencing service is set up to meet your specific needs.

Delivered by our in-house technical experts, we'll guide your team through the installation, configuration, and fine-tuning of your service.

The standard package provides 13 hours of support time, and you can purchase additional 10-hour bundles if required. You then book sessions in one- or two-hour blocks, which are delivered via Webex.

In-region professional services

Benefit from local professional services expertise in selected regions.

These are delivered by certified VQ Communications partners who are experienced in the setup and operation of our products in a variety of enterprise, government, and defense environments.

Our in-region partners can offer:

- ✓ Proof of concept implementation
- ✓ On-site deployment
- ✓ Security clearance to work in classified environments
- ✓ Documentation production
- ✓ Ongoing support

AT A GLANCE

Our network of professional services partners

United States

We have a mature network of partners offering in-country teams with security clearance.

Canada

Our in-country professional services partners provide on-site and security-cleared VQ Conference Manager specialists.

Middle East and Africa

Our partner ConnectPS offers a comprehensive catalogue of VQ Communications professional services to customers in the Middle East and Africa, delivered by teams resident across the region.

Engage VQ Communications' professional services

Contact sales@vqcomms.com to begin your journey.



Training and certification

Whether you're a VQ Communications customer or a reseller, upskilling your teams in VQ Conference Manager equips them to deliver high-quality services to your organization or your customers.

Courses are typically delivered remotely, but can be provided on-site if required. Each course concludes with a practical certification exam.

Training is run by our certified training partner. Its people have extensive experience in VQ Conference Manager and Cisco collaboration systems.

Course: Deployment and system administration

Who for:

- ✓ Unified communications engineers, field engineers, and architects
- ✓ Staff responsible for installation, configuration and ongoing administration of VQ Conference Manager

Length: 3 days

Topics:

- Overview of VQ Conference Manager
- Installation
- Integration
- Menus
- Adding call bridges
- Setting up user profiles
- Meeting templates
- Tenants
- Adding and managing meetings
- Introduction to analytics and reporting
- Issue resolution
- Certification exam

Course: Concierge and call management

Who for:

- ✓ Staff responsible for scheduling and managing meetings, including call operators
- ✓ Field engineers
- ✓ First-line support teams for CMS-based conferencing services

Length: 2 days

Topics:

- Overview of VQ Conference Manager
- Conference scheduling
- Conference management
- Introduction to operational analytics
- Issue resolution
- Certification exam

Book your VQ Conference Manager training

Contact sales@vqcomms.com to discuss your training requirements.