

Webex Calling Training Price Book

Professional Webex Calling Education Solutions

Introduction

Spark is proud to offer a comprehensive suite of Webex Calling training solutions, designed to empower teams and individuals with the skills required for successful collaboration and communication. Our partnership with Cisco Webex ensures up-to-date, practical instruction delivered by certified professionals. Training is available in standard packages, hourly add-ons, and bespoke options tailored to your organisation's needs.

Standard Training Packages

Package number	Package Name	Description	Hours	Price
1	Webex Calling Desktop & Mobile	Introduction to Webex Calling features, interface walkthrough, and basic call handling techniques.	1.5	\$350
2	Webex Calling Control Hub Administration	Designed for IT and administrative staff, covering user management, configuration, troubleshooting, and reporting.	1.5	\$350

Max 15 attendees per session. All packages include the session recordings. See below for lesson plans.

Hourly Add-ons & Bespoke Training Options

- Hourly Add-on **Consulting/Training**: \$250 per hour (excl. GST, NZD). Ideal for deep dives or additional Q&A sessions.
- **Bespoke Training**: Custom packages available upon request. Our team will work with you to design tailored content and delivery, with quotes provided based on scope and requirements.
- **Content Creation**: Development of custom training materials or documentation can be quoted separately.

Onsite Training & Travel

Onsite training is available for groups of five or more. Travel and associated expenses will be quoted separately based on location and logistics. Please contact us for a tailored onsite proposal. Travel price \$100 per hour.

Important Terms & Conditions

- Minimum consulting/training engagement: 2 hours per booking.
- All pricing is exclusive of GST and quoted in New Zealand Dollars (NZD).
- Cancellation/rescheduling within 2 business days of the scheduled session will incur a 50% charge.
- Block hour packages must be used within 6 months of purchase.
- Travel and onsite expenses are quoted independently and are not included in package prices.

For further information or to request a bespoke training proposal, please contact us.

Package 1

Webex Calling Desktop & Mobile Lesson Plan

Course: Webex Calling Desktop & Mobile

Attendee Capacity: 15 attendees

Documentation provided: Desktop & Mobile User Guide and online help.

Attendee Training Equipment: Recommended 1 x computer with Webex desktop installed the Webex mobile application installed on your mobile device, Internet connection, and login credentials.

Session Length: 1.5 hours delivered remotely

Course Outline

Webex Desktop Application: 60 minutes

- Logging In
- Presence
 - Availability
 - Away - Greet and route calls depending on status set
 - Manage Quiet Hours
 - Status
- Edit Profile
 - Upload Profile
 - Choose cover image
- Receiving a Call
- Making a Call
 - Search bar
 - Keypad
 - Call History
- Call Controls
 - Minimise and Maximise Call Control Window
 - Turn on Transcription
 - Pop Transaction in a separate Panel
 - Hide Transaction
 - Mute/UnMute
 - Audio Settings
 - Start Video
 - Video Settings
 - Keypad
 - Hold/UnHold
 - Consultation Transfer
 - Blind Transfer
 - Conference Call
 - Pull Call from another device
 - Ending a Call
- Make a Video Call
- Chat
 - Send a Direct Chat
 - Settings - Mute & Leave
- Contacts
 - Add a Contact (Internal)
 - Add a Custom Contact (external)
 - Edit a Contact's details
 - Create New Group
- Voicemail
 - Listen
 - Delete
 - Call back
 - Mark as Read
 - Call into Voicemail
- Settings
 - General
 - Audio
 - Video
 - Notifications
 - Messages
 - Calls
 - Call Pick up
 - Ringtone
 - Calling
 - Turn on/off answer calls with my video on
 - Call Forward
 - Single Number Reach
 - Accessing Help
 - Sign Out

Package 1

Webex Calling Desktop & Mobile Lesson Plan

Webex Mobile Application: 30 minutes

- **Logging In**
- **Presence**
 - Availability
 - Away – Greet and route calls depending on status set
 - Manage Quiet Hours
 - Status
- **Viewing Contacts**
 - Add a Contact (Internal)
 - Add a Custom Contact (external)
 - Create New Group
 - Chat, Call, Video Call Contact
- **Using the Dialpad**
- **Answering a Call**
- **Making a Call**
 - Call Controls
 - Mute
 - Speaker
 - Dialpad
 - Hold
 - Turn on Transcription
 - Transfer Blind
 - Transfer Consultative
 - Video
 - Conference Calls
 - Ending a call
- **Pull a Call from another device**
- **Viewing Call History**
- **Call Settings**
 - Call Forwarding
 - Block List
 - Advanced Call Settings
- **Accessing and Managing Voicemail**
- **Accessing Help**
- **Signing Out**



Package 2

Spark Webex Calling Control Hub Administration Lesson Plan

Course: Webex Calling Control Hub Administration

Attendee Capacity: 15 attendees

Attendee Training Equipment: Recommended 1 x computer with Internet Connection and your Login credentials for Webex Control Hub

Session Length: 1.5 hours delivered remotely

Course Outline

- **Introduction**
 - Logging in
 - Help & Support
 - Logout
 - **General**
 - Accessing and Logging into Webex Control Hub
 - Adding & Managing Users
 - Add a User
 - Basic Information
 - Assign Licenses
 - Services and Permissions
 - Voice basic Settings
 - Voicemail Settings
 - External Caller ID
 - Internal Caller ID
 - Call forwarding rules
 - Music-on-hold settings
 - External calling permissions
 - Auto Attendant contact directory scope
 - Onboarding information
 - Bulk Import
 - Editing a User
 - Numbers
 - Changing Extension number
 - Changing/Remove DID
 - Caller ID settings
 - Emergency callback number
 - Voicemail/language/time zone
 - Enable/Disable
 - Voicemail settings
 - Announcement language
 - Calling timezone
 - Music on Hold
 - Default/custom
 - Call Handling
 - Call permissions
 - Call Forwarding
 - Call waiting
 - Other call options
 - Between-user permissions
 - Barge in
 - Hot Desking
 - Push-to-Talk
 - User call experience
 - Do Not Disturb
 - DND Override for Webex Go mobile devices
 - Compression options
 - Call recording
 - Single number reach
 - Agent Settings (if applicable)
 - Caller ID
 - Hide Calling Settings
 - Devices (if applicable)
 - Device settings
 - User options
 - Reset user password
 - Send welcome email
 - Deactivate user
 - Delete user
 - Explanation of Phone Numbers, Device, Licenses and Company
- **Auto Attendants**
 - Edit Auto Attendants

Package 2

Spark Webex Calling Control Hub Administration Lesson Plan

- Delete Auto Attendants
- Create new Auto Attendant
 - Create schedule
 - Edit existing schedule
 - Weekday schedule
 - Weekday exceptions
 - Holiday exceptions
 - Call Handling Menus
 - Menu recordings
 - Add key
- **Work Groups**
 - Call Queues
 - Edit Queue
 - Clone Queue
 - Delete Queue
 - Create new Queue
 - Basic information
 - IVR Message
 - Primary members
 - Secondary members
 - Voicemail settings
 - Call forwarding rules
 - Hunt Groups
 - Edit Hunt Group
 - Clone Hunt Group
 - Delete Hunt Group
 - Create new Hunt Group
 - Basic information
 - Members
 - Voicemail settings
 - Call forwarding rules
 - Group Call Pickups
 - Edit Group Call Pickup
 - Clone Group Call Pickup
 - Delete Group Call Pickup
 - Create new Group Call Pickup
 - Basic information
 - Members
 - Voicemail settings
 - Call forwarding rules
- **System Contacts**
 - Upload common phone list
 - Bulk system contacts
 - Bulk Virtual Extensions (if applicable)
- **Miscellaneous**
 - Add Audio Files

