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, and issue resolution through VQ Conference Manager in real-world scenarios.

What you'll learn

Day 1

Overview of VQ Conference Manager, creating Space Templates, conference scheduling and practical labs.

Day 2

Meeting management, adding endpoints, and more practical labs.

Training Dates 2026

21-22 September	9am – 5pm (Central Time Europe)
2-3 November	9am – 5pm (Central Time USA)
7-8 December	9am – 5pm (Central Time Europe)

Course outline

Introduction to VQ Conference Manager and Cisco Meeting Server
- Capabilities
- Roles in the operational infrastructure

Operator and Concierge User Permissions
- UX Profiles
- Effects on individual GUIs

Navigating the VQ Conference Manager Menu
- Views
- Activity
- Meetings
- Tenants
- System
- coApps

Key Concepts
- Tenants
- Permanent & Temporary Spaces
- Space Templates
- User Accounts
- UX Profiles
- Endpoints

Scheduling Meetings
- New Meetings
- Recurring Meetings
- Space Templates
- Participant Roles

Endpoints
- Adding Endpoints
- Introduction to the Device Management & Automation (DMA) Module

Managing Active Events
- Home
- Call
- Schedule
- People
- Members
- Stats
- Settings
- Reactive calls
- Move Participants/Call Builder
- Settings

Advanced Conference Center (ACC)
- Capabilities

Tier 1 Support using:
- Real-time Call Management
- Statistics

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 in a lab environment.

Day 2

Setting up user profiles, meeting templates, and tenants, as well as adding and managing meetings in a practical lab environment.

Day 3

Access Control Levels, basics of building an HA-DR deployment, issue resolution, more practical labs

Training Dates 2026

23-25 September	9am – 5pm (Central Time Europe)
4-6 November	9am – 5pm (Central Time USA)
9-11 December	9am – 5pm (Central Time Europe)

Course outline

Introduction to VQ Conference Manager
- Use cases
- Capabilities
- Roles in the operational infrastructure

Installing VQ Conference Manager
- Hypervisors
- Virtual Machines
- ISO Files
- Initial Settings of the VQCM Virtual Machine (VM) (Stage 1)

Configuring VQ Conference Manager
- Deploying the VQCM VM (Stage 2)
- Licensing
- Security
- Customization
- SMTP Settings
- Message & Join Link Templates

Navigating the VQ Conference Manager Menu
- Activity
- Meetings
- Tenants
- Analytics (Kibana)
- System
- coApps

Adding Call Bridges
- Constraints & Requirements
- Setting Up Call Bridges on VQ Conference Manager
- Call Bridge control interfaces (MMP, WebAdmin, & API)

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
- Privileges
- Creating New Tenants
- LDAP Configuration
- LDAP Importer
- Users
- Endpoints
- Spaces
- Alerts
- Settings

Scheduling Meetings
- New Meetings
- Recurring Meetings
- Participant Roles

Endpoints
- Adding Endpoints
- Introduction to the Device Management & Automation (DMA) Module

Managing Active Events
- Home
- Call
- Schedule
- People
- Members
- Stats
- Settings
- Reactive calls
- Move Participants/Call Builder
- Settings

Advanced Conference Center (ACC)
- Capabilities
- Deployment

Analytics
- Elastic Stack embedded in VQCM
- Kibana
- Dashboards
- Intro to Lens

NOTE: Training credits are valid for a period of 12 months from the date of purchase, after which any unused credits will expire.

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