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.

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

Course outline (continued)

Managing Active Events

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

Advanced Conferencing Center (ACC)

- Capabilities

Tier 1 Support using:

- Real-time Call Management
- Statistics

Certified VQ Conference Manager Concierge (CCMC) Certification

Best for

✓ Technical staff where Cisco Meeting Server is deployed

✓ VQ Resale Partners

✓ IT Managers looking into 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

This class will be held via WebEx sessions and VPN connection into the training network. Students are furnished with live servers and endpoint equipment connectivity to configure and validate the skills gained in this training. On-Site sessions are offered if needed.

Instructor

Scott Waschler
VQ, Acano and Cisco certified instructor with over three decades of communications industry experience.

Training Dates

2026

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

2027

11-12 January	9am – 5pm (Central US)
1-2 February	9am – 5pm (Central Europe)
5-6 April	9am – 5pm (Central US)
17-18 May	9am – 5pm (Central Europe)
14-15 June	9am – 5pm (Central US)
2-3 August	9am – 5pm (Central US)
30-31 August	9am – 5pm (Central Europe)
27-28 September	9am – 5pm (Central US)
1-2 November	9am – 5pm (Central Europe)
29-30 November	9am – 5pm (Central US)

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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