

COURSE OVERVIEW:

Cisco Spark is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, care, whiteboard, and share, regardless of whether they're together or apart—in one continuous work stream before, during, and after meetings. Being able to understand how this works and what the features are is the key focus of this 2-day course. NterOne's CSPARK training should be taken by students who have a working understanding of Cisco Collaboration Products. This Cisco Spark Training will help students be able to describe Cisco Spark, comprehend Cisco Spark Meetings, and grasp Cisco Spark Messaging, among much more. This course is intended to be taken by system engineers, system administrators, architects, and channel partners.

WHO SHOULD ATTEND:

- System Engineers
- System Administrators
- Architects
- Channel Partners

PREREQUISITES:

The knowledge and skills that a learner should have before attending this course are as follows:

- Familiarity with Cisco Collaboration Products

COURSE OBJECTIVES:

Upon completing this course, the learner will be able to meet these overall objectives:

- Describe Cisco Spark
- Comprehend Cisco Spark Meetings
- Understand Cisco Spark Messaging
- Recognize Cisco Spark Calling
- Appreciate Cisco Spark Care
- Explain Cisco Spark Management and Administration
- Describe Cisco Spark Service Availability, Ordering, and Support



- Understand Cisco Spark Board

COURSE OUTLINE:

Module 1: Cisco Spark Overview

- Lesson 1: What is Cisco Spark
- Lesson 2: Spark Delivery
- Lesson 3: Spark Security
- Lesson 4: Spark Collaboration
- Lesson 5: Spark API
- Lesson 6: Meetings
- Lesson 7: Messaging
- Lesson 8: Calling
- Lesson 9: Cisco Spark Spaces
- Lesson 10: Cisco Spark Hybrid Services
- Lesson 11: Cisco Spark Benefits

Module 2: Cisco Spark Meetings

- Lesson 1: Basic Meetings
- Lesson 2: Instant Messages
- Lesson 3: Schedule Meetings

Module 3: Cisco Spark Advanced Meetings Overview

- Lesson 1: WebEx Integration
- Lesson 2: Personal Room
- Lesson 3: Cisco Spark Desk and Room Devices and the Cisco Spark Board
- Lesson 4: Cisco Spark Conferencing
- Lesson 5: Cisco Spark Board and Room Device Setup and Use
- Lesson 6: Three ways to enable pairing

Module 4: Cisco Spark Messaging

- Lesson 1: Cisco Spark Messaging Overview
- Lesson 2: Key Benefits of Cisco Spark Messaging
- Lesson 3: Cisco Spark Messaging Features
- Lesson 4: Cisco Spark teams (feature in the app)
- Lesson 5: Use Cases

Module 5: Cisco Spark Board

- Lesson 1: Advanced Interactive Whiteboard
- Lesson 2: No Network, Bluetooth needed
- Lesson 3: Microphones
- Lesson 4: Voice-Tracking Technology
- Lesson 5: Spark Board Application Suite
- Lesson 6: Camera
- Lesson 7: Spark APIs
- Lesson 8: Any Board, anywhere
- Lesson 9: Messaging
- Lesson 10: Setup

Module 6: Cisco Spark Calling Overview

- Lesson 1: Traditional Calling Features in Cisco Spark
- Lesson 2: Features and Benefits of Cisco Spark Calling
- Lesson 3: Benefits of Mobility and Collaboration Features of Cisco Spark
- Lesson 4: PSTN Calling
- Lesson 5: Phone Support
- Lesson 6: Use Cases

Module 7: Cisco Spark Care

- Lesson 1: Overview
- Lesson 2: Embedding
- Lesson 3: Experience

Module 8: Cisco Spark Management and Administration

- Lesson 1: Overview
- Lesson 2: Cisco Cloud Collaboration Management Features and Benefits
- Lesson 3: Management
- Lesson 4: Security
- Lesson 5: Portal

Module 9: Cisco Spark Service Availability, Ordering, and Support

- Lesson 1: Country Availability
- Lesson 2: Language Support
- Lesson 3: Ordering
- Lesson 4: Support
- Lesson 5: Cisco Capital

LAB OUTLINE:

- Lab 1: Initial Cisco Collaboration Cloud Organization Configuration: Customer Trial and Configure Active Directory Connector
- Lab 2: Spark Message, Meeting, and Call Configuration
- Lab 3: Hybrid Services: Calendar Service Configuration
- Lab 4: Hybrid Services: Call Service Aware Configuration
- Lab 5: Hybrid Services: Call Service Connect Configuration
- Lab 6: Bulk User Configuration
- Lab 7: Single Sign-on with AD FS Configuration
- Lab 8: Call Routing Features: Hunt Groups and Auto Attendants