

Cisco 300-820 2026: Implementing Collaboration Cloud Solutions

Cisco 300-820 2026. Implement collaboration cloud solutions: Webex, Expressway, and Secure Edge.

IT Certifications Instructor: Jason Miller • 5 sections • 45 lessons • 16.00h total

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About this course

This course provides a practical, hands-on guide to the Cisco 300-820 exam objectives for 2026. We focus on implementing Cisco collaboration cloud and edge solutions, covering everything from Webex Hybrid Services to Secure Edge. You will learn how to configure, troubleshoot, and secure these environments.

We will walk you through configuration guides, analyze real case studies, and provide problem-solving sessions. You will learn to deploy and manage Cisco Webex, Cloud Connected Audio, and Expressway edge solutions. This course includes downloadable configuration templates and practice scenarios.

Course curriculum

Foundations and Preparation

- **Understanding the 300-820 Exam Blueprint for 2026 (12m)**
A breakdown of the key domains and what to expect. We'll map the exam topics to real-world job roles.
- **Core Concepts of Cisco Collaboration Cloud (18m)**
Learn the architecture and essential terminology for cloud-based collaboration solutions.
- **Setting Up Your Lab Environment (25m)**
Step-by-step guide to building a virtual lab using CML/VIRL to practice Expressway and Webex configurations.
- **Cisco Webex Control Hub: A Practical Tour (15m)**
Navigate the primary interface for managing Webex services, users, and settings.
- **Essential Networking for Cloud Collaboration (22m)**
Review firewall, DNS, and QoS requirements specific to collaboration traffic.
- **Authentication and Identity Management Basics (14m)**
Understanding SAML, OAuth, and how Webex integrates with corporate directories.
- **Introduction to Expressway Call Routing (28m)**
A real case study analysis of how Expressway handles H.323 and SIP calls for edge traversal.

Core Concepts: Webex Hybrid Services

- **Deploying the Webex Hybrid Data Security Service (20m)**
Step-by-step guide to installing and configuring the connector for on-premises data residency.
- **Integrating Webex with Cisco Unified Communications Manager (UCM) (32m)**
A problem-solving session on configuring UCM and Webex for a seamless calling experience.
- **Configuring Webex Hybrid Call Service (19m)**
Learn how to extend on-premises call functionality to Webex users.
- **Implementing Cloud Connected Audio (CCA) (24m)**
Downloadable template and walkthrough for setting up CCA for Webex meetings.
- **Troubleshooting Hybrid Service Connectivity (21m)**
Common issues with connectors and how to resolve them using logs and diagnostics.
- **Webex Edge Connect: Architecture and Setup (26m)**
Real-world case study on deploying a dedicated connection for Webex traffic.
- **Managing Webex Devices from the Cloud (16m)**
How to register and manage room devices using Webex Control Hub.
- **Configuring Hybrid Alerts and Monitoring (11m)**
Set up proactive monitoring for your hybrid services to avoid downtime.
- **Deep Dive: Webex Calling and Mobility (29m)**
A practical guide to configuring Webex Calling features and mobile client integration.

Deep Dive: Expressway and Edge

- **Configuring Expressway Core for Business-to-Business (B2B) Calls (35m)**
Step-by-step guide to setting up SIP trunking and URI dialing with partners.
- **Expressway Edge: Firewall Traversal and Security (23m)**
Learn how to securely open ports and configure traversal zones for remote users.
- **Implementing Mobile and Remote Access (MRA) (27m)**
A problem-solving session on common MRA deployment mistakes and how to fix them.
- **Advanced Call Routing with Transformations (17m)**
Downloadable template for creating complex call routing rules on Expressway.
- **Troubleshooting Expressway Call Setup Failures (31m)**
Real case study analysis using SIP traces and Expressway logs.
- **Securing Expressway with Certificates and Ciphers (19m)**
Best practices for TLS configuration and hardening your edge devices.
- **Integrating Expressway with a Microsoft Teams Environment (22m)**
A practical guide to using Expressway for direct routing with Microsoft Teams.

Advanced Application: Security and Cloud Integration

- **Cisco Webex Secure Edge: Architecture Overview (15m)**
Understanding the shift to Secure Edge and its benefits for cloud-managed security.
- **Deploying Webex Edge Connect for Media Optimization (28m)**
Step-by-step guide to deploying and verifying Edge Connect for high-quality media.
- **Configuring Webex App Hacking and Security Settings (13m)**
A problem-solving session on securing the Webex app environment.
- **Hybrid Services for Webex Contact Center (25m)**
Real-world case study on integrating contact center solutions with the cloud.
- **Advanced Authentication Flows: SSO and MFA (20m)**
Downloadable checklist for implementing robust authentication for Webex users.
- **Troubleshooting Webex Media Flows (26m)**
Learn to diagnose and fix media path issues using Webex diagnostics tools.
- **Automating Webex Deployments with APIs (18m)**
A practical guide to using Python and APIs for bulk user and device management.
- **Monitoring and Reporting with Webex Analytics (14m)**
How to use Control Hub reports to track adoption and call quality.
- **Migration Strategies: On-Prem to Cloud (33m)**
Step-by-step guide for planning and executing a migration to Webex Cloud.
- **High Availability and Disaster Recovery Planning (21m)**
Problem-solving session on designing resilient collaboration solutions.

Implementation & Next Steps

- **Final Exam Prep: Key Scenarios and Questions (38m)**
We'll walk through mock scenarios that mirror the 300-820 exam format.

- **Building a Real-World Project Plan (22m)**
Downloadable template to structure your next collaboration deployment.
- **Troubleshooting Toolkit: Essential Commands (16m)**
A quick reference guide for the most useful Expressway and Webex CLI commands.
- **Staying Current: Webex Updates for 2026 (12m)**
How to keep your skills sharp and stay updated with new features.
- **Case Study: A Global Enterprise Deployment (34m)**
Real case study analysis of a multi-region Webex and Expressway rollout.
- **Advanced Troubleshooting: A Problem-Solving Gauntlet (31m)**
A hands-on session where we fix a broken environment from scratch.
- **Configuring Expressway for Webex Gateway (19m)**
Step-by-step guide for connecting non-Cisco devices to Webex.
- **Optimizing Bandwidth for Webex Meetings (13m)**
Practical tips for QoS and network tuning to ensure call quality.
- **Webex Assistant and Advanced Device Features (15m)**
A guide to deploying voice-activated commands and smart room features.
- **Post-Deployment: Monitoring and Maintenance (20m)**
Checklist for ongoing health checks and performance tuning.
- **Career Path: Beyond the 300-820 Certification (10m)**
Discussing next certifications and specialization areas in collaboration.
- **Course Wrap-Up and Final Q&A (8m)**
Review of key takeaways and where to find additional resources.

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