# Webex Calling

Cisco Connect Dallas

December 3, 2024

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# Why Webex Calling
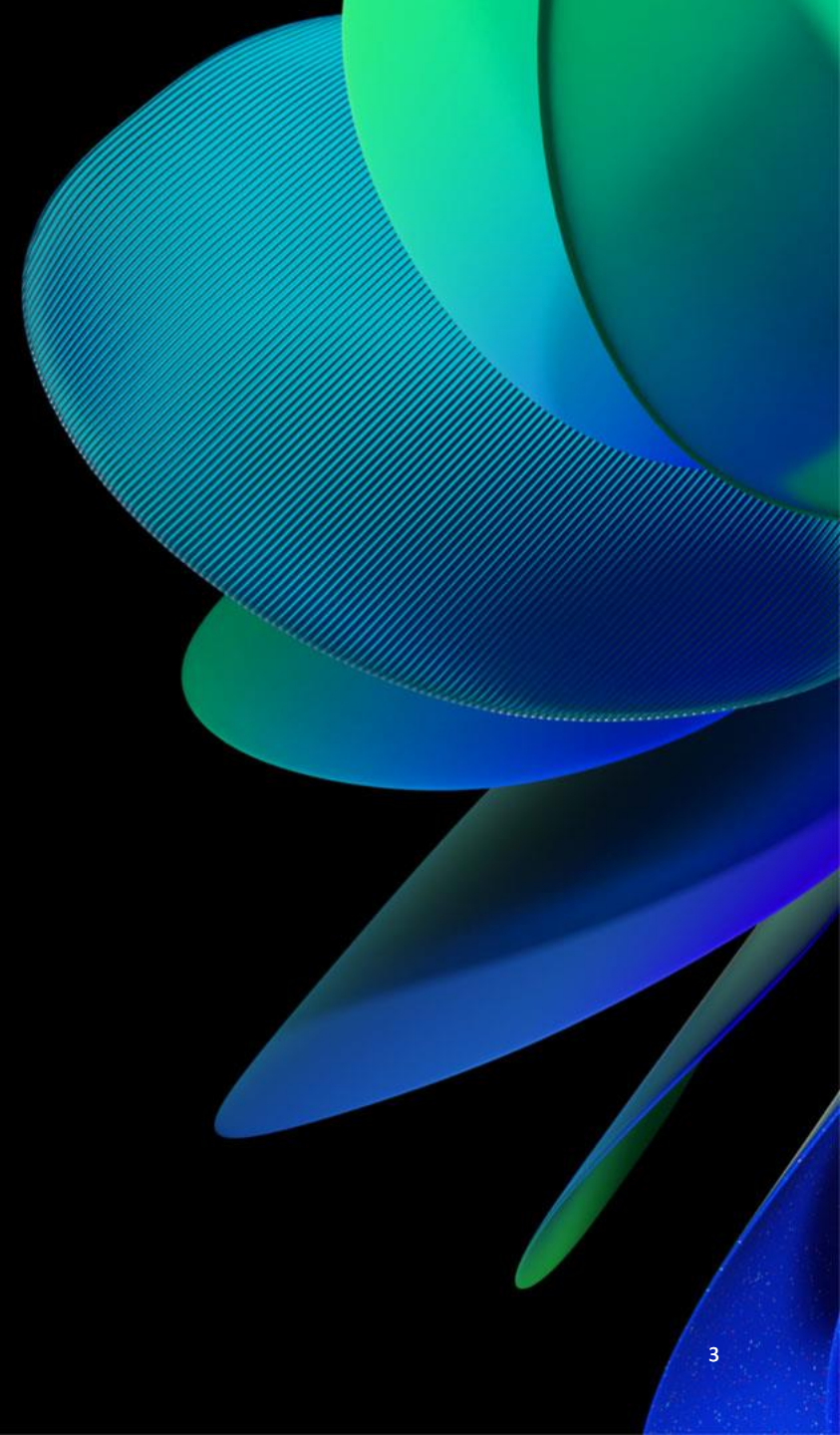
# Webex Calling

Cisco's flagship cloud calling solution

Enterprise-grade phone system

Centralized management

Multiple deployment options

Cisco world-class security

**16M+**
Webex Calling users

**8B+**
Monthly calls

**180+**
Markets served

# Simplify
## IT Experience



# 99.999%

## Flexible deployments

Dedicated Instance

Multi-tenant

Three PSTN options

## Availability

Proven 99.999%

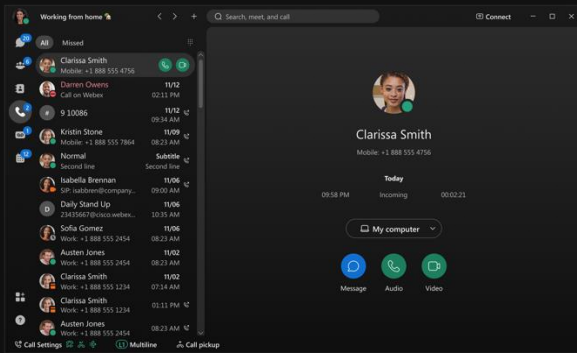Site and Enhanced Survivability

180+ markets globally



## Centralized administration

Single-pane-of-glass admin for complete Webex Suite
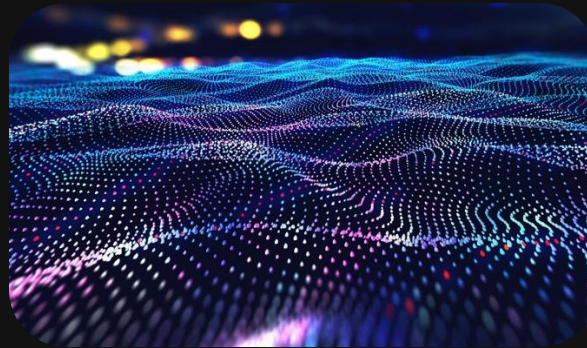
Analytics, troubleshooting

ThousandEyes, Meraki integration

# Innovate
# User Experience







## Webex App

Enterprise-grade feature set

Desktop and mobile

Teams integration

## Artificial Intelligence

HD Voice noise removal

Webex AI Codec

Cisco AI Assistant for Calling

## Devices

Complete portfolio for any workstyle

New 9800 Series phones

Specialized devices

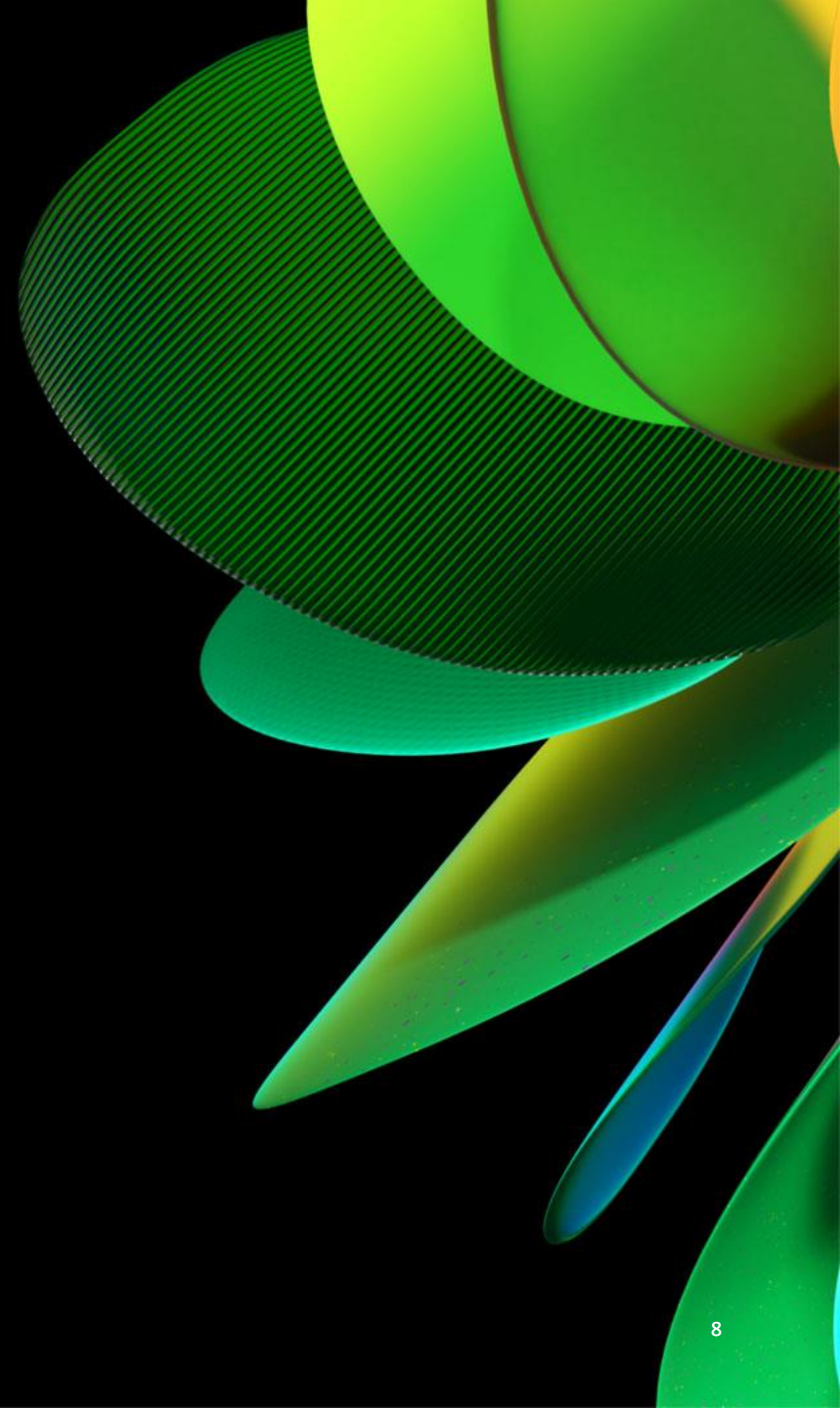# Gartner 2024 UCaaS Magic Quadrant Leader

- Cisco was recognized as a leader for the sixth consecutive year

- Cisco's position on the Ability to Execute axis improved significantly

We believe these three areas are core to our continued acknowledgement:

- Our significant AI investments across the entire UCaaS portfolio are a testament to our commitment to innovation.

- Introducing the latest generation of hardware endpoints. The 9800 series desk phones, headsets, cameras, meeting room kits, and collaboration boards.

- The breadth of our offerings exceeds our UCaaS competitors. Our unified communications capabilities include back-end calling, messaging, meetings, contact center, CPaaS, observability services, hardware endpoints, room meeting systems, and gateways.
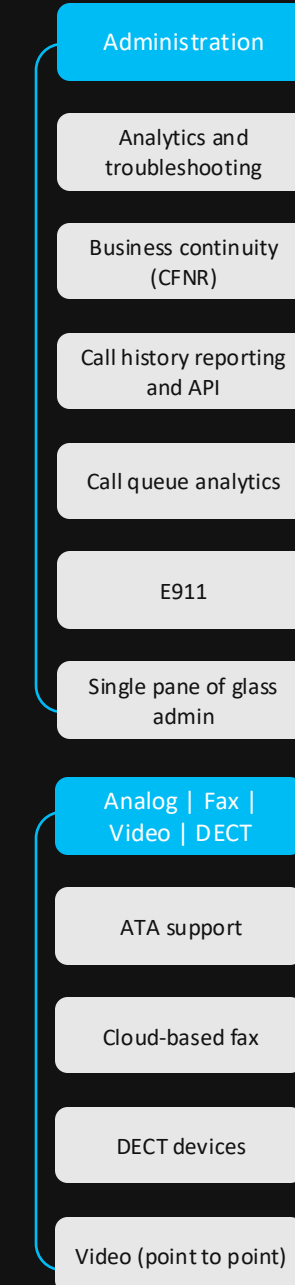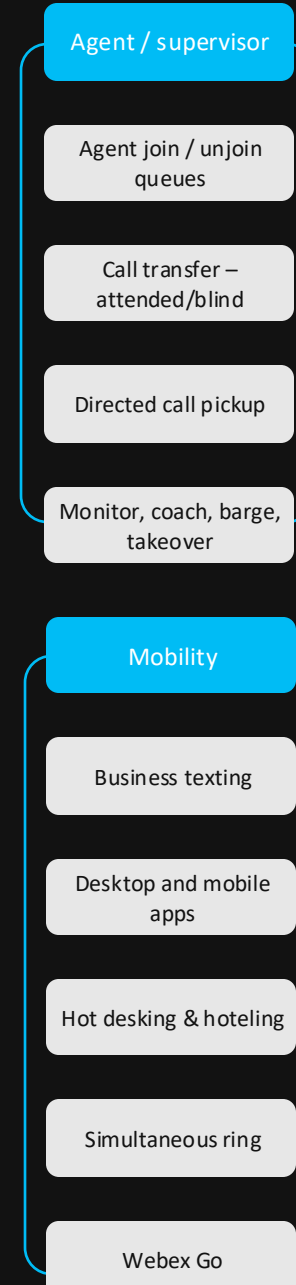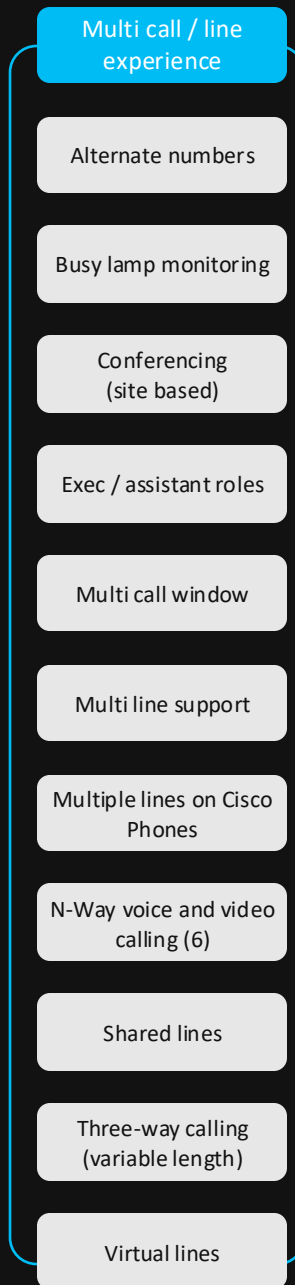
- Access Internal-only Field Advisory here

CHALLENGERS | LEADERS

Microsoft
Cisco
RingCentral
Zoom
8x8
Google
GoTo
Vonage
Dialpad
Sangoma
Wildix

ABILITY TO EXECUTE
NICHE PLAYERS | VISIONARIES
COMPLETENESS OF VISION
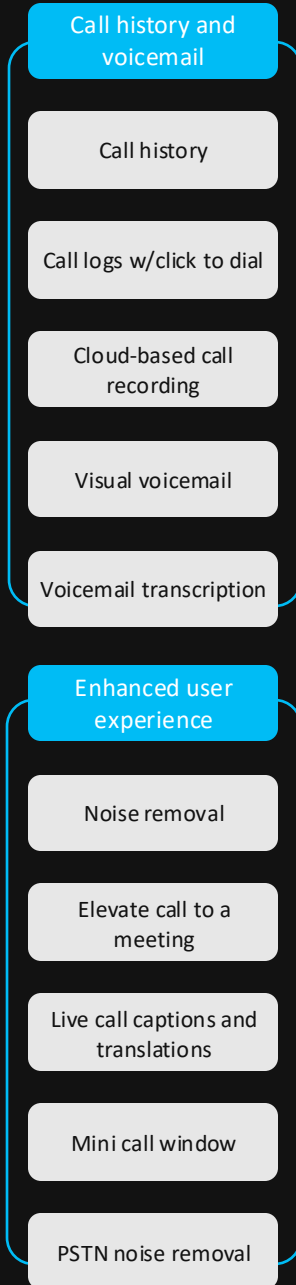As of September 2024
© Gartner, Inc
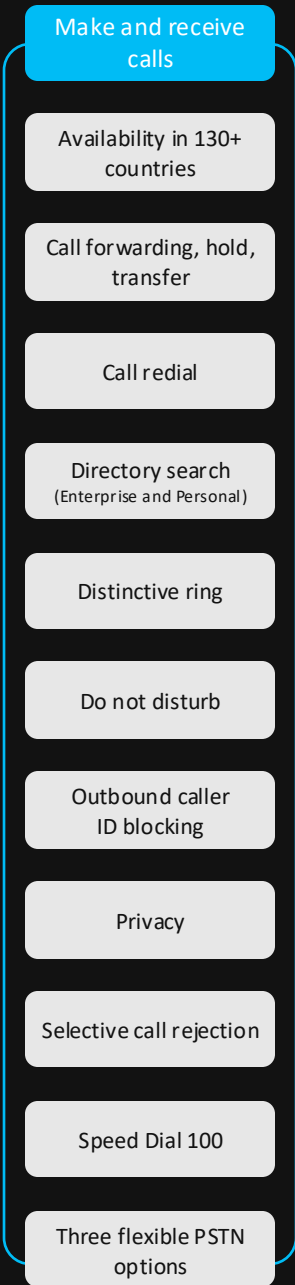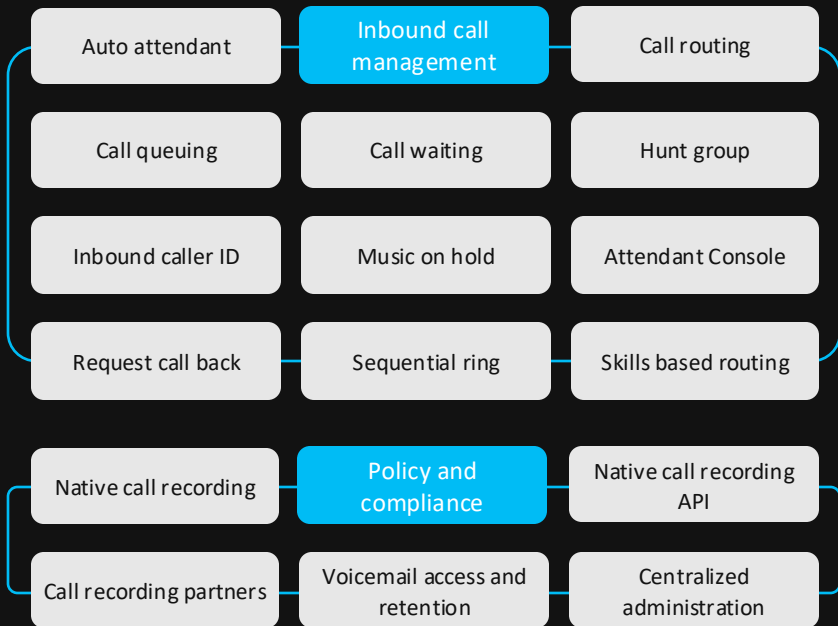Gartner

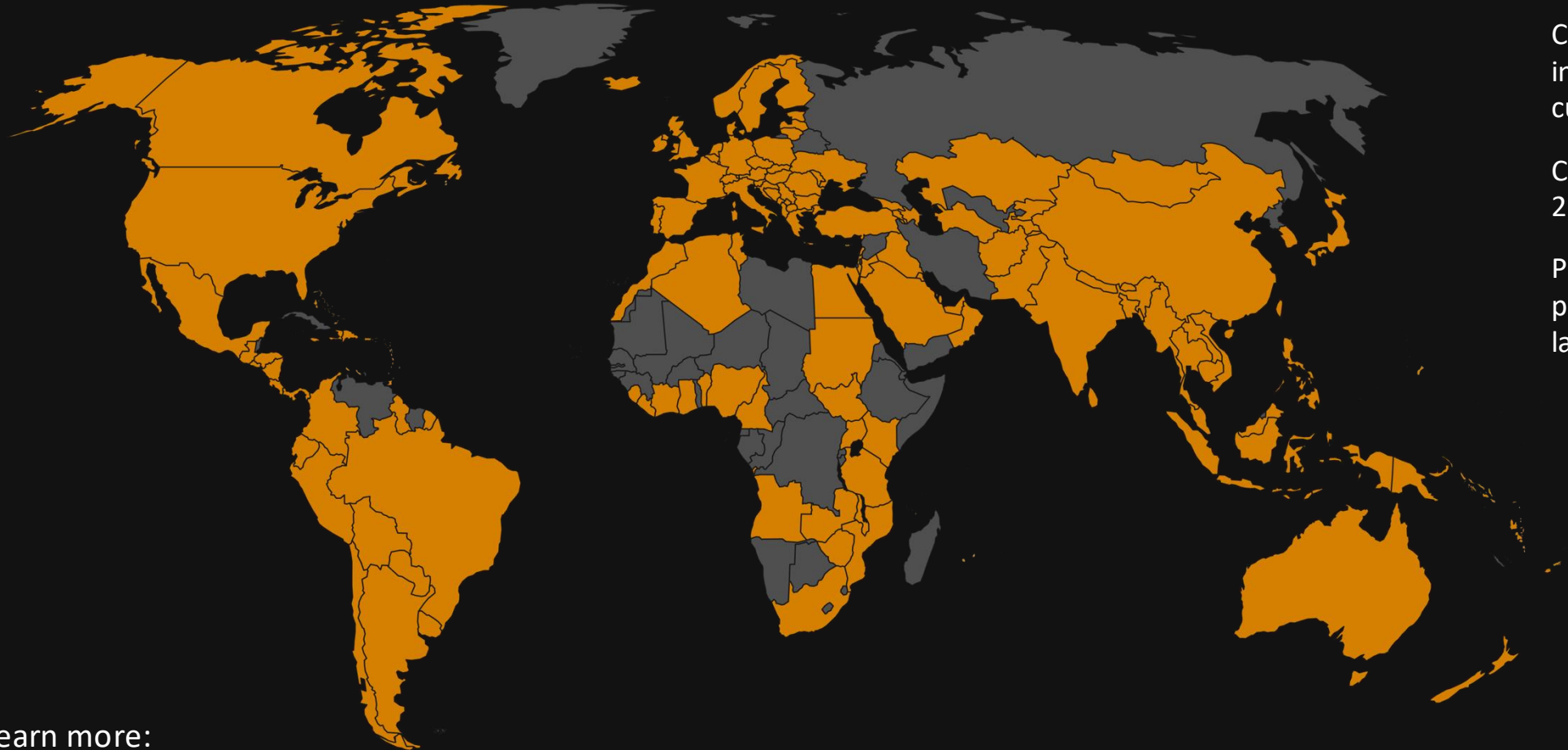# Webex Calling overview

# Webex Calling

- Enterprise-grade calling features

- Easy-to-use, secure, and reliable

- Flexible migration to cloud

- Unparalleled global coverage

- Centralized management with Control Hub

- Multiple deployment options

# Enterprise-grade cloud calling

## Make and receive calls
- Availability in 130+ countries
- Call forwarding, hold, transfer
- Call redial
- Directory search (Enterprise and Personal)
- Distinctive ring
- Do not disturb
- Outbound caller ID blocking
- Privacy
- Selective call rejection
- Speed Dial 100
- Three flexible PSTN options

## Call history and voicemail
- Call history
- Call logs w/click to dial
- Cloud-based call recording
- Visual voicemail
- Voicemail transcription

### Enhanced user experience
- Noise removal
- Elevate call to a meeting
- Live call captions and translations
- Mini call window
- PSTN noise removal

## Multi call / line experience
- Alternate numbers
- Busy lamp monitoring
- Conferencing (site based)
- Exec / assistant roles
- Multi call window
- Multi line support
- Multiple lines on Cisco Phones
- N-Way voice and video calling (6)
- Shared lines
- Three-way calling (variable length)
- Virtual lines

## Agent / supervisor
- Agent join / unjoin queues
- Call transfer – attended/blind
- Directed call pickup
- Monitor, coach, barge, takeover

### Mobility
- Business texting
- Desktop and mobile apps
- Hot desking & hoteling
- Simultaneous ring
- Webex Go

## Administration
- Analytics and troubleshooting
- Business continuity (CFNR)
- Call history reporting and API
- Call queue analytics
- E911
- Single pane of glass admin

### Analog | Fax | Video | DECT
- ATA support
- Cloud-based fax
- DECT devices
- Video (point to point)

---

- Auto attendant
- **Inbound call management**
- Call routing
- Call queuing
- Call waiting
- Hunt group
- Inbound caller ID
- Music on hold
- Attendant Console
- Request call back
- Sequential ring
- Skills based routing

- Native call recording
- **Policy and compliance**
- Native call recording API
- Call recording partners
- Voicemail access and retention
- Centralized administration

# Global availability

**Industry leading coverage in 180+ markets globally**

Commercially governed in one of 7 supported currencies

Customer UX/UI provided in 28 languages*

Partner support services provided in any one of 6 languages

Learn more:
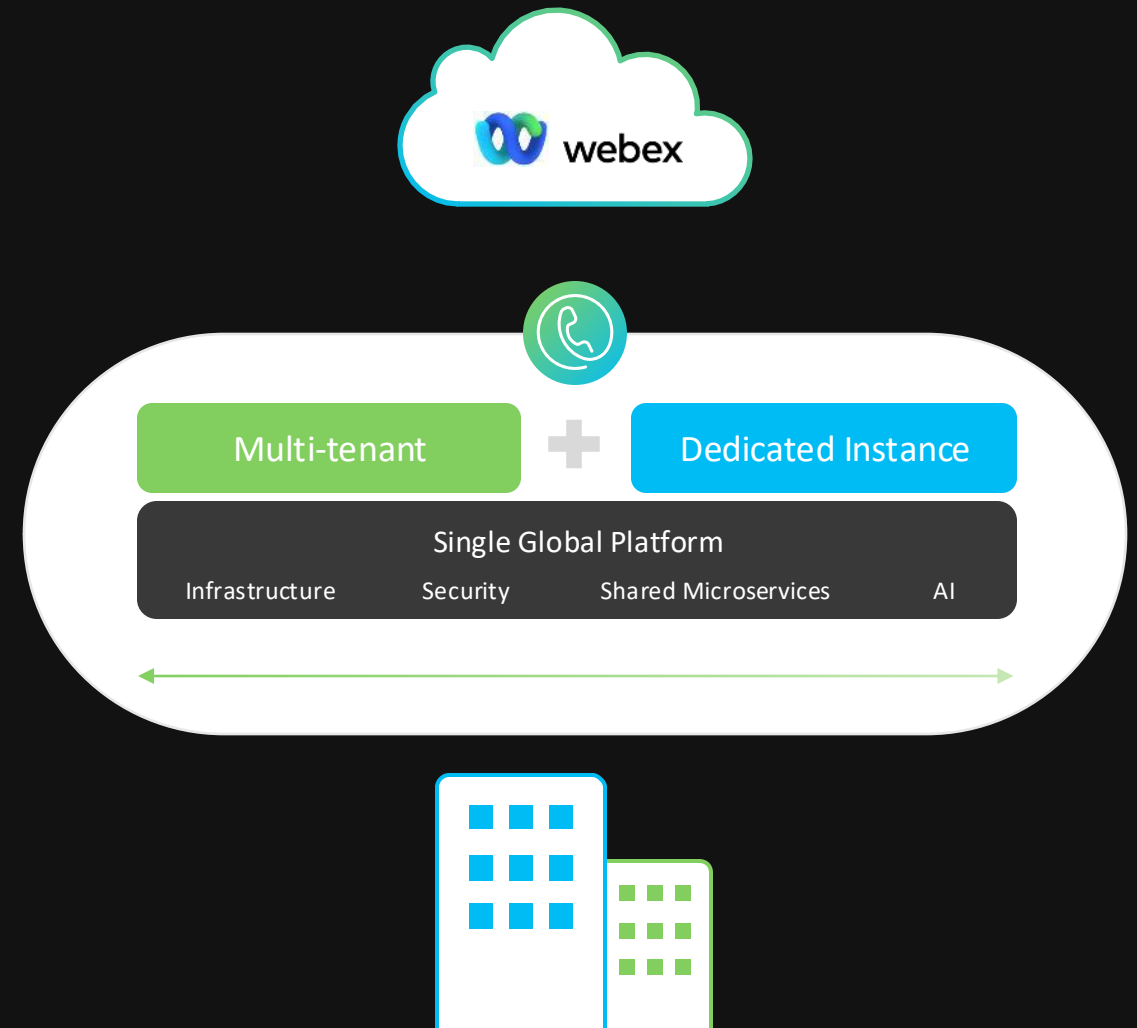Global availability overview
Webex Help Center

*only for services migrated into Control Hub

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# Dedicated Instance

## Available with Webex Calling

- Powered by Cisco UCM in the Webex Cloud

- Complete collaboration experience: voice, video, voicemail, IM&P, and OTT

- Unified CM calling features

- Custom integrations and remote survivability

- Supports familiar Cisco UCM/Jabber/Webex user experience

- Supports full Cisco endpoint portfolio

- Flexibility to use the same Certified Calling Provider for Webex Calling and Dedicated Instance

Learn more: Help Center

webex

Multi-tenant **+** Dedicated Instance

Single Global Platform

Infrastructure    Security    Shared Microservices    AI

# Global cloud platform

Webex Calling

**Dedicated Instance**

**Multi-tenant**

webex by CISCO

# 99.999%

Proven Webex Calling availability

# Flexible deployment options

**Webex Calling**

webex by CISCO

| Dedicated Instance | Multi-tenant |

**15** Latest version of UCM

Support for legacy endpoints

Preserve UCM workflows and integrations

UCM redundancy with Enhanced Survivability

**95%** Feature parity with UCM

Flexible PSTN in 180+ markets

Customer experience solutions
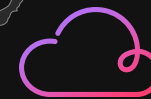
Zero downtime with Site Survivability

# Flexible deployment options
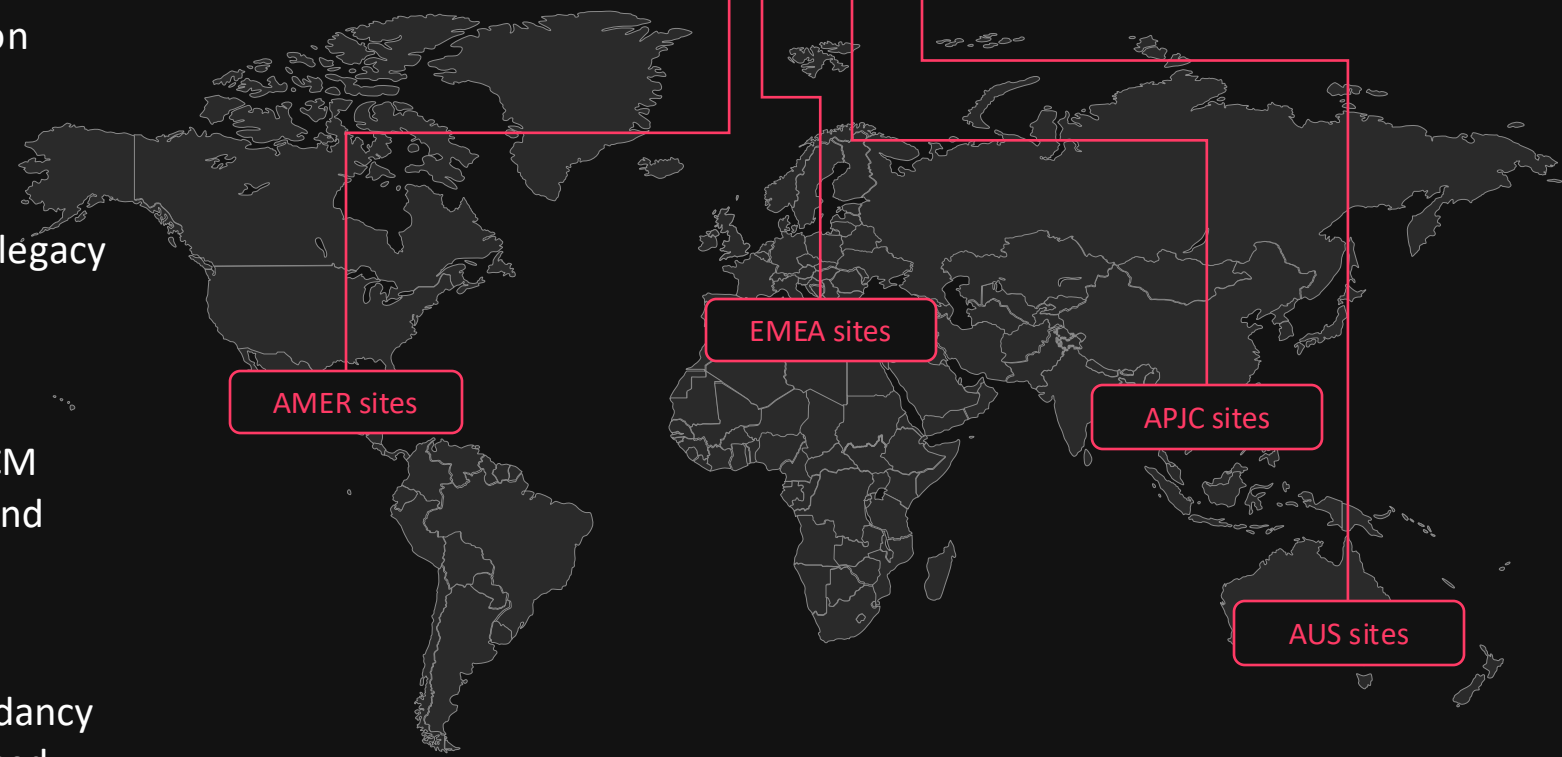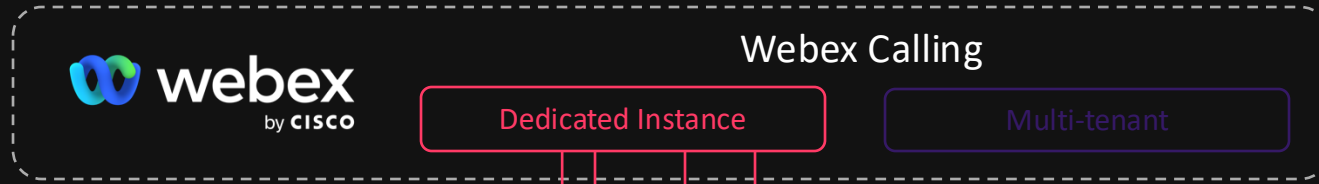
**15** Latest version of UCM

Support for legacy endpoints

Preserve UCM workflows and integrations

UCM redundancy with Enhanced Survivability

webex by CISCO

Webex Calling

Dedicated Instance | Multi-tenant

AMER sites

EMEA sites

APJC sites

AUS sites

# Webex Calling AI
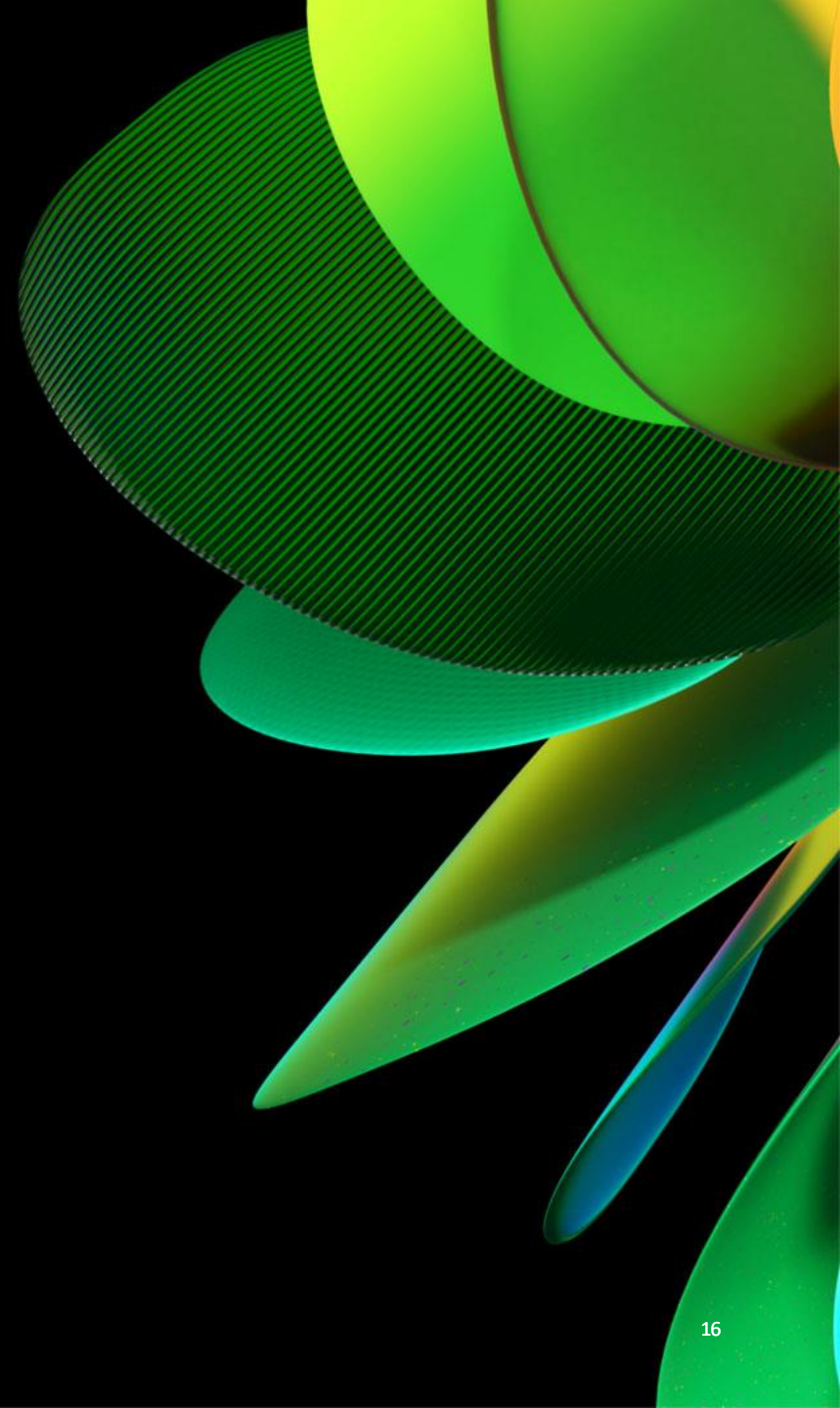
# Audio Intelligence
## Hear and be heard, anywhere, on any device

## Noise removal

Removes noise from the device side of the call.

Available on the Cisco 8875 IP phone and Cisco headsets

## Noise removal and optimize for my voice

Automatically removes noise from the Webex Calling side of the call.

Available on the Webex App.

## HD Voice

Remove noise from an external, non-Webex user's side of the call with one click.

Improve richness and clarity of speech with wideband audio

Learn more: At-a-glance | Demo

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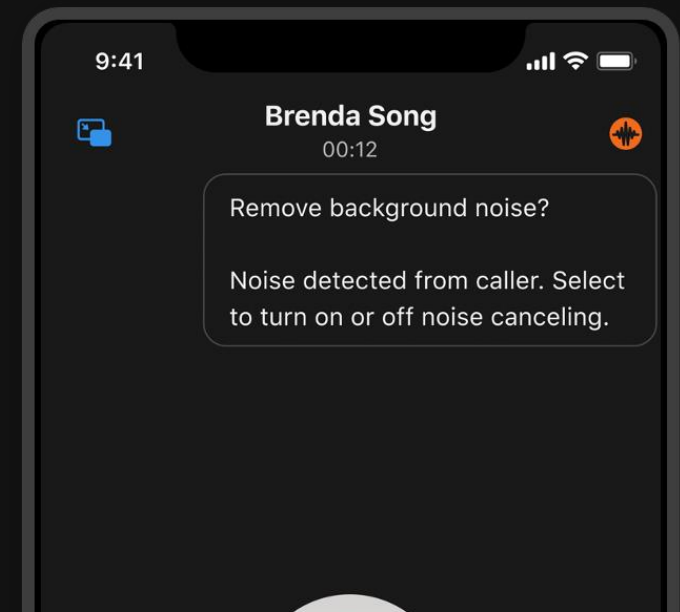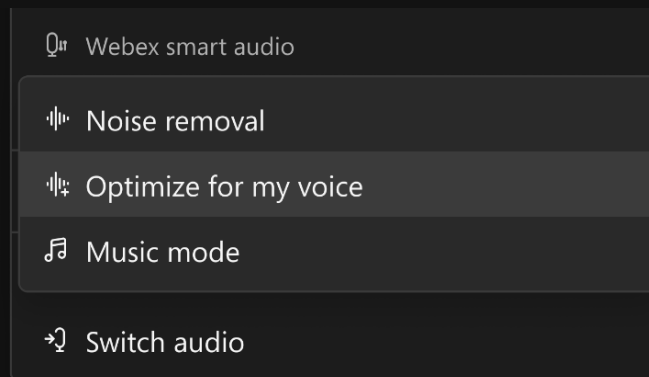
# Industry-first
# Webex AI Codec
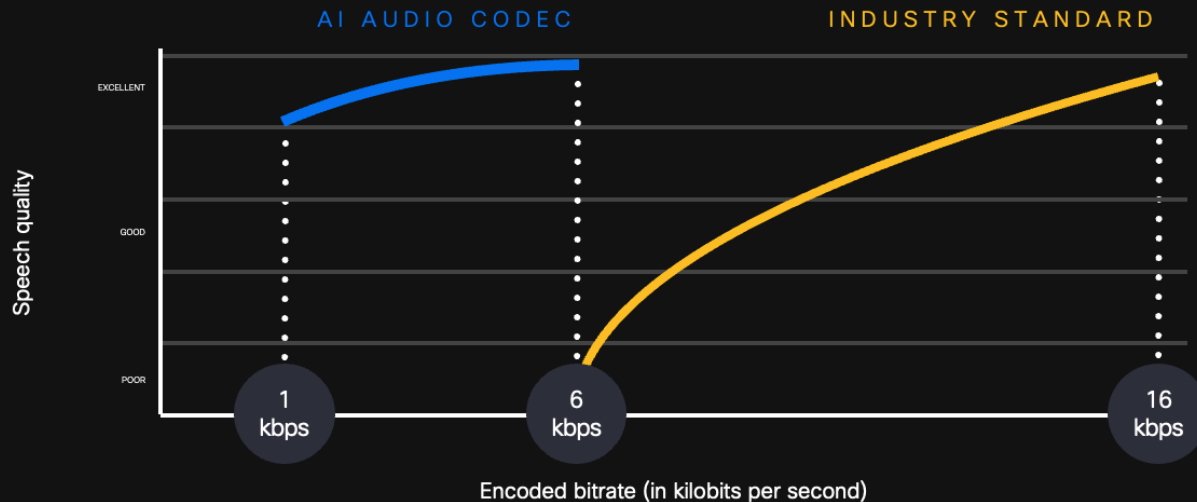
## Up to 94% less bandwidth

Than the industry standard codec, Opus

## Crystal clear audio

Generative AI audio will rebuild packets in poor bandwidth conditions

## Reduced storage costs

Massive reduction in bandwidth resulting in compressed audio

AI AUDIO CODEC          INDUSTRY STANDARD

Speech quality

EXCELLENT

GOOD

POOR

1 kbps          6 kbps          16 kbps

Encoded bitrate (in kilobits per second)

Learn more: http://cs.co/webexaicodec
Hear the difference in this demo

![Cisco AI Assistant logo] CISCO AI Assistant **for Calling**

## Live call summaries

Notes and action items

## Share summaries

Efficient transfers

## Post-call

AI Call Summaries
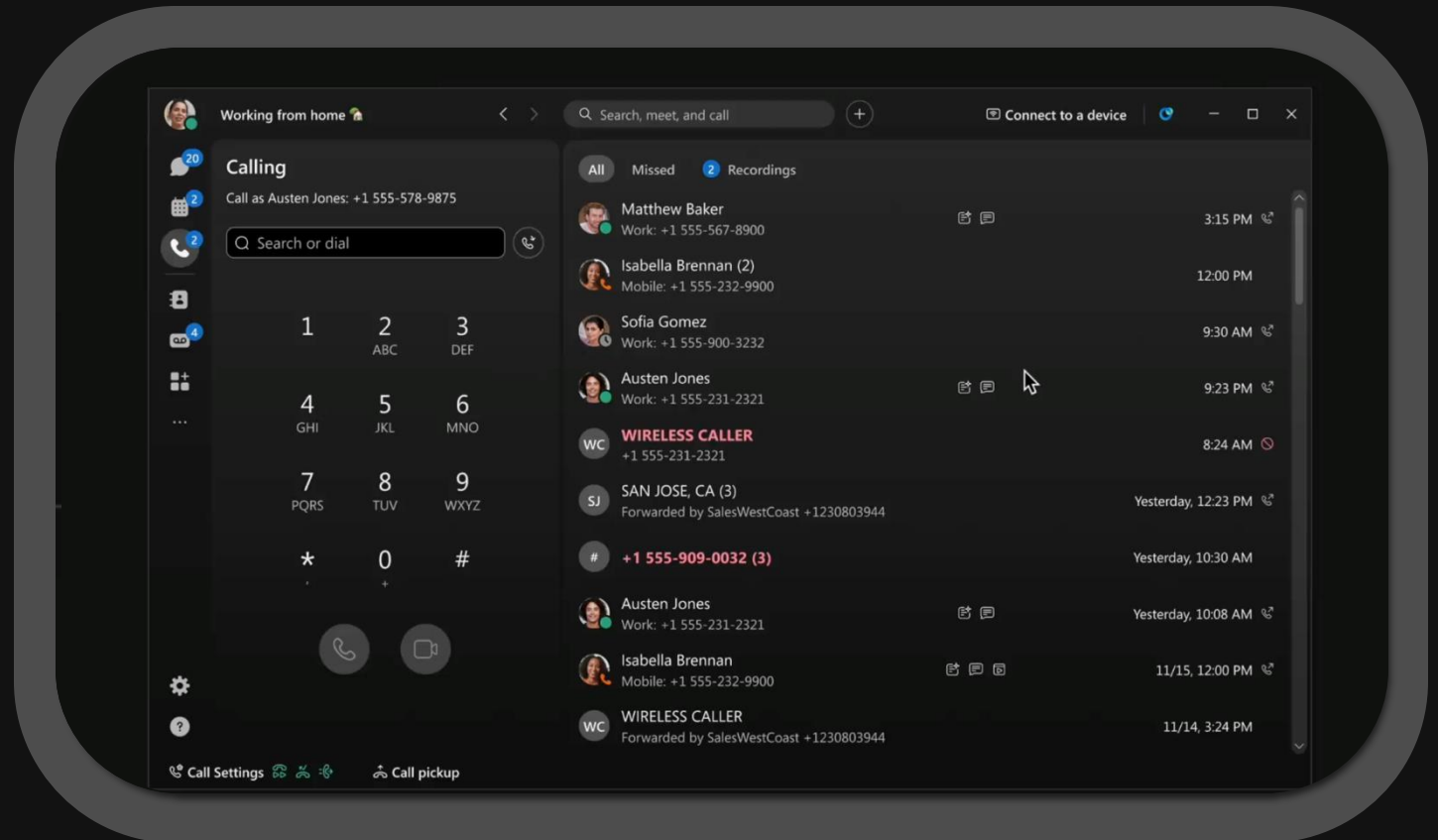
Learn more: Demo Video

# Webex App
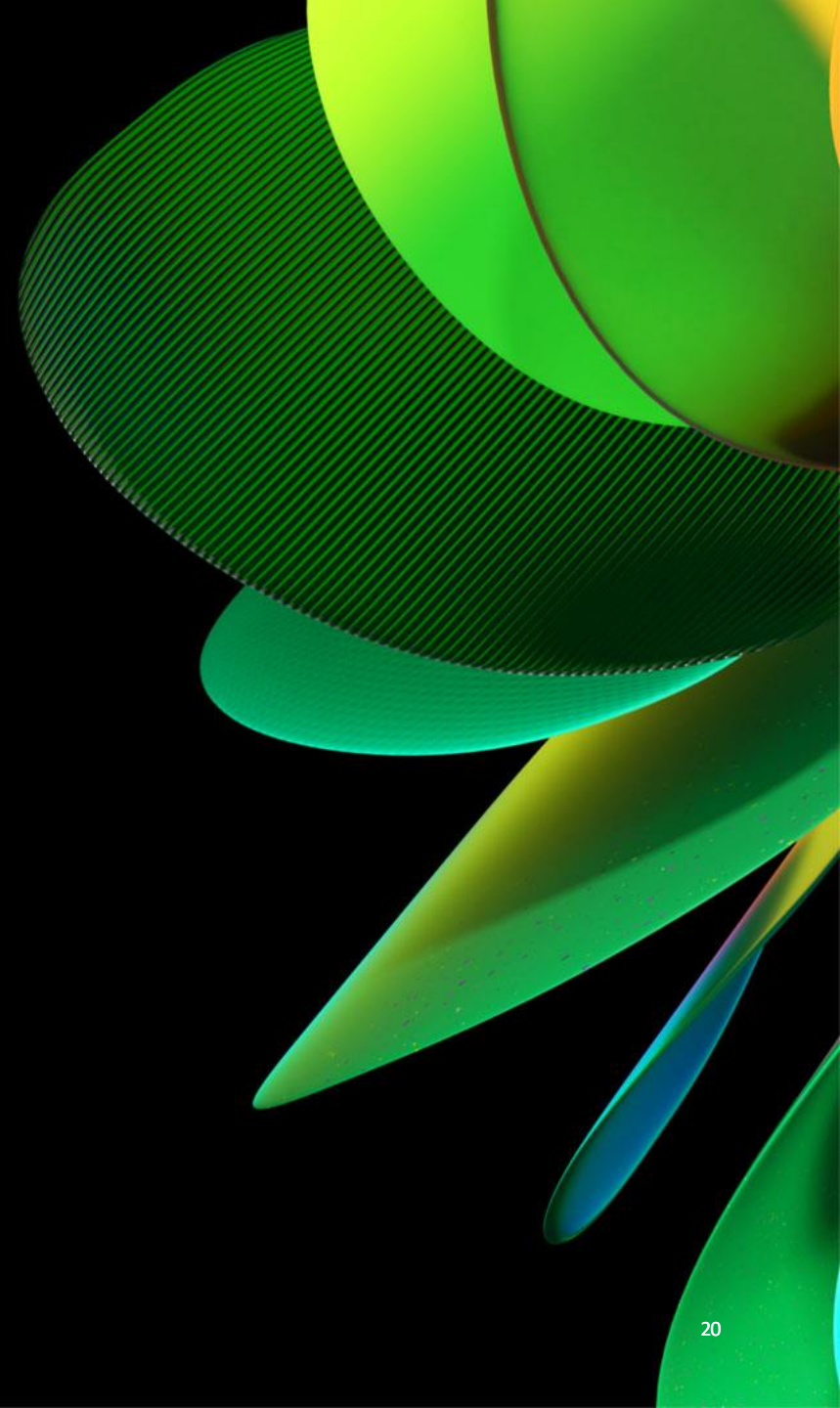
# Meet your workforce productivity needs with **one app**

## Calling
Calling capabilities such as intelligent routing, hold / retrieve, IP Phone control

## Meetings
Full-feature Webex Meetings UX

## Messaging
Persistent chat with capabilities such as reactions and threading

## Enterprise-grade security

Integration with DLP; Cisco CloudLock-ready or 3rd-party CASB integration,

automatic anti-malware scanning

## Wireless pair and share
Pair/share wirelessly with Webex video devices to join meetings or share content

## Integrations
Simplify and accelerate workflows by integrating business applications directly into the app

## Centralized management
Control Hub: single pane of glass to deploy, manage and support the app

# Calling features you need, available anywhere

Call, text, message, meet with one click

Directory search

Instant access to:
- Call history
- Visual voicemail
- Transcriptions
- Recordings
- Contacts
- Messaging
- Spaces
- Meetings

Desk phone & room device pairing and control

Hold / resume, transfer, merge / conference, record, and elevate to a meeting

Working from home 🏡

Search, meet, and call

Connect

All    Missed

Sonali Pritchard's Cisco 8866

Clarissa Smith
Mobile: +1 888 555 4756

Disconnect

Darren Owens          11/12
Call on Webex        02:11 PM

9 10086              11/12
                     09:34 AM

Clarissa Smith

Kristin Stone         11/09
Mobile: +1 888 555 7864   08:23 AM

Mobile: +1 888 555 4756

Normal              Subtitle
Second line         Second line

Today

Isabella Brennan      11/06
SIP: isabbren@company...   09:00 AM

09:58 PM    Incoming    00:02:21

Daily Stand Up        11/06
23435667@cisco.webex...   10:35 AM

Sofia Gomez           11/06
Work: +1 888 555 2454   08:23 AM

My computer

Austen Jones          11/02
Work: +1 888 555 2454   08:23 AM

Clarissa Smith        11/02
Work: +1 888 555 1234   07:14 AM

Calling options
- hold
- Transfer
- Conference
- Park

Power up
Make it a meeting to add people and to use Webex Assistant for captions, highlights, and a transcript.
- Invite and meet

Clarissa Smith
Work: +1 888 555 1234   01:11 PM

Message    Audio    Video

Austen Jones
Work: +1 888 555 2454   08:23 AM

Call Settings    Multiline    Call pickup

Mute    Stop video    Share    Keypad

Call preferences, forwarding, single number reach

Select line, group, queue, shared line

Call on Webex or PSTN with video or video

AI-powered Audio Intelligence: Noise removal, optimize for my voice

Share content during a Webex Call

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# Business texting

## A new way to communicate with Webex Calling

- Person-to-person texting in the Webex App

- Text message conversations accessible in history

- Available in the U.S. and Canada

- Requires Cisco Calling Plan add-on license

- By default, all customers will have 400 days for retention*

- *Each user needs a PSTN number; extension only users are not supported*

- *Group text, MMS, and international texting are not supported*

- *10DLC registration required – Learn more*
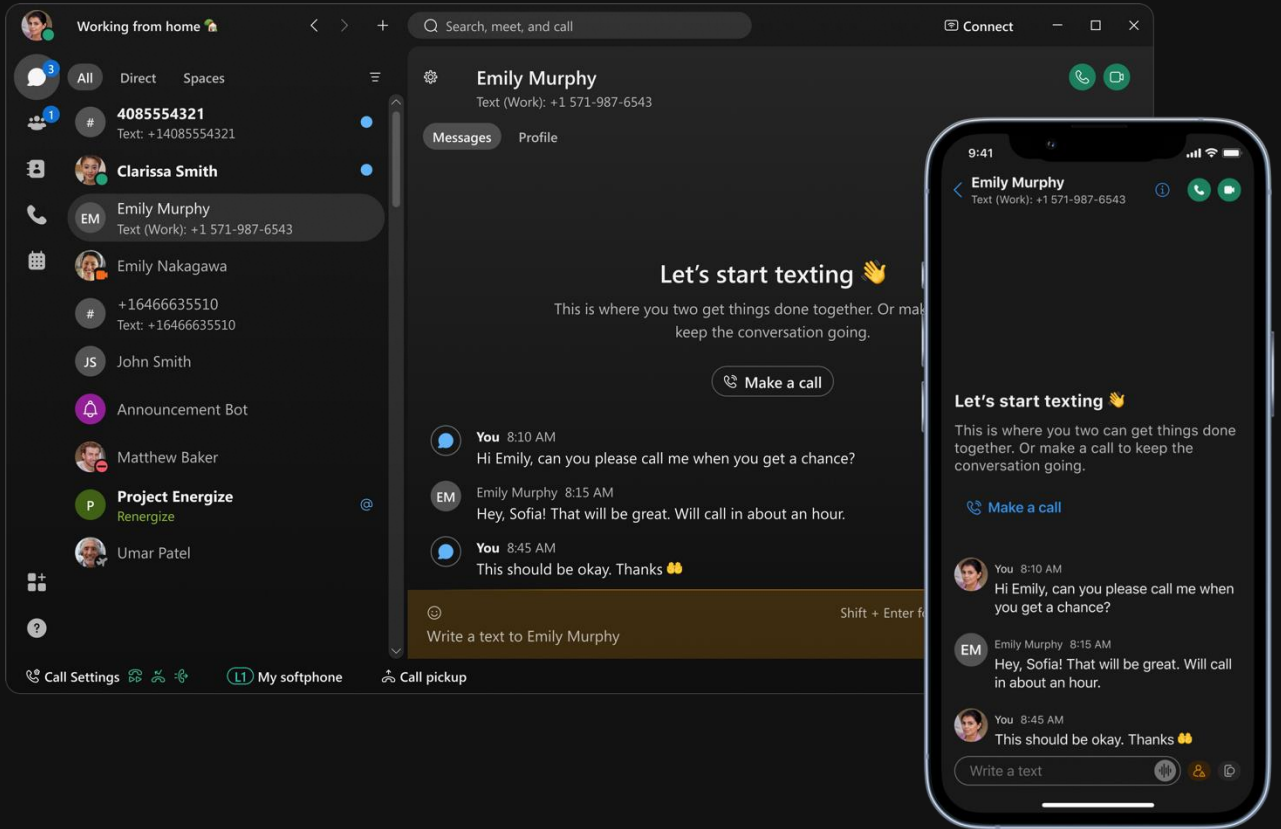
*The retention time frame will not be customizable in Control Hub in the first phase when we release this feature. It is part of the roadmap and will be announced when available.*

*Events API and eDiscovery are not available in the first phase. It is part of the roadmap and will be announced when available.*

Learn more: At-a-glance

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# Webex Calling + Microsoft Teams
Completely refreshed integration with Teams coming soon

**New home page**
Immediate access to Webex Calling tools

Call history and voicemail

User presence

Webex Calling settings

Calling dock
Easily access the multi call window

One click Webex Calling access from Teams sidebar

Multi call window
Enables Teams users to select from multiple lines, join / unjoin queues

Dialpad + speed dial
Dial by extension, number, directory search, or saved speed dial contacts



Learn more: At-a-glance | Demo video

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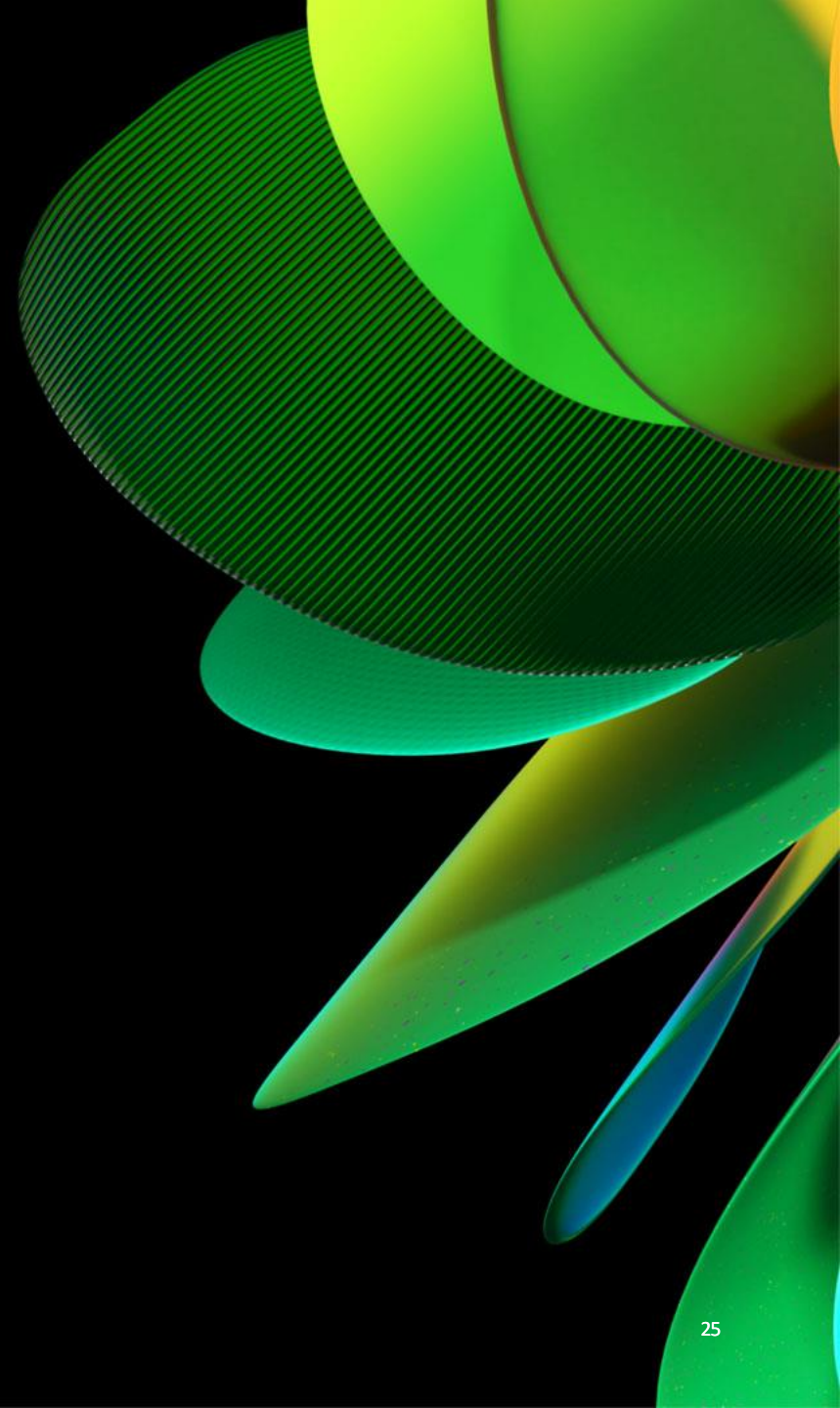
# Mobility

# Webex Calling mobility

Mobile calling for any workstyle

Webex Mobile App

Webex Go

**Hybrid knowledge workers**

**Primary line**
Business-provided devices

**Second line**
Regulated workers
BYOD

# Webex Mobile App

A complete mobile collaboration experience in the palm of your hand

- Call, meet, or message from an intuitive mobile app experience

- Crystal clear audio with Audio Intelligence noise removal

- End-to-end encryption and user access management

- Support for nearly all Apple and Android phones and tablets

Desk phone & room device pairing and control

Call, text, message, meet with one click

Select from multiple lines
Join call queues
Set agent availability

Access collaboration history, including missed calls, voicemail, meeting recordings

Call, Meet, or Message

Search the enterprise directory

Audio Intelligence noise removal

Call with voice or video

Share content during a Webex Call



webex

# Webex Go

Secure, compliant, private mobile calling for any workstyle

One number across the Webex ecosystem

Centrally managed from Control Hub

Primary or secondary line on mobile device

Elevate calls to the Webex App

All calls are secure, compliant, private

Flexible connectivity options

# Webex Go

**Primary Line**
**User Experience**

Dial by extension,
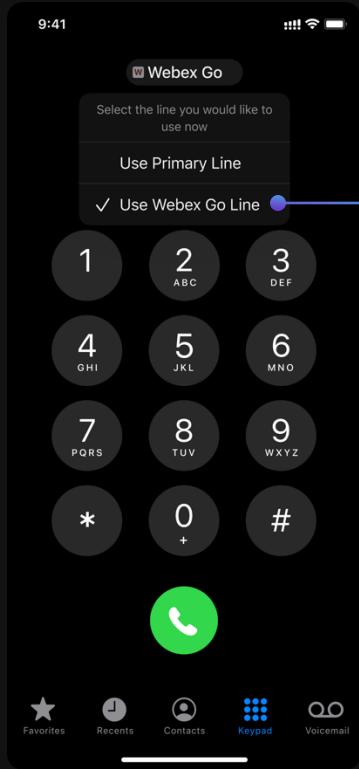DID, FAC

All calls are secure,
compliant, private
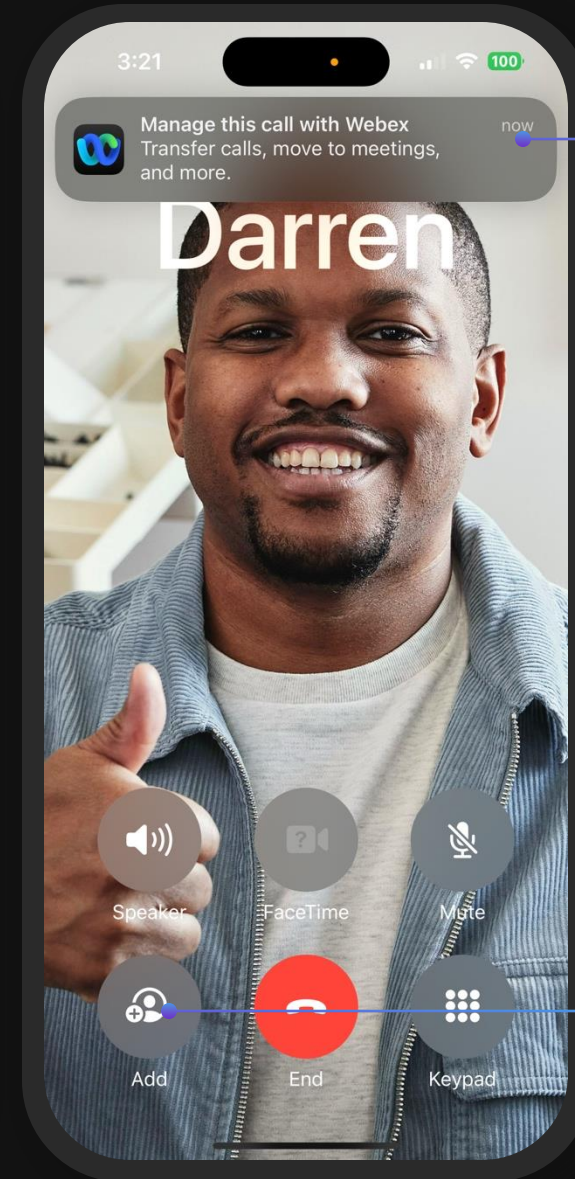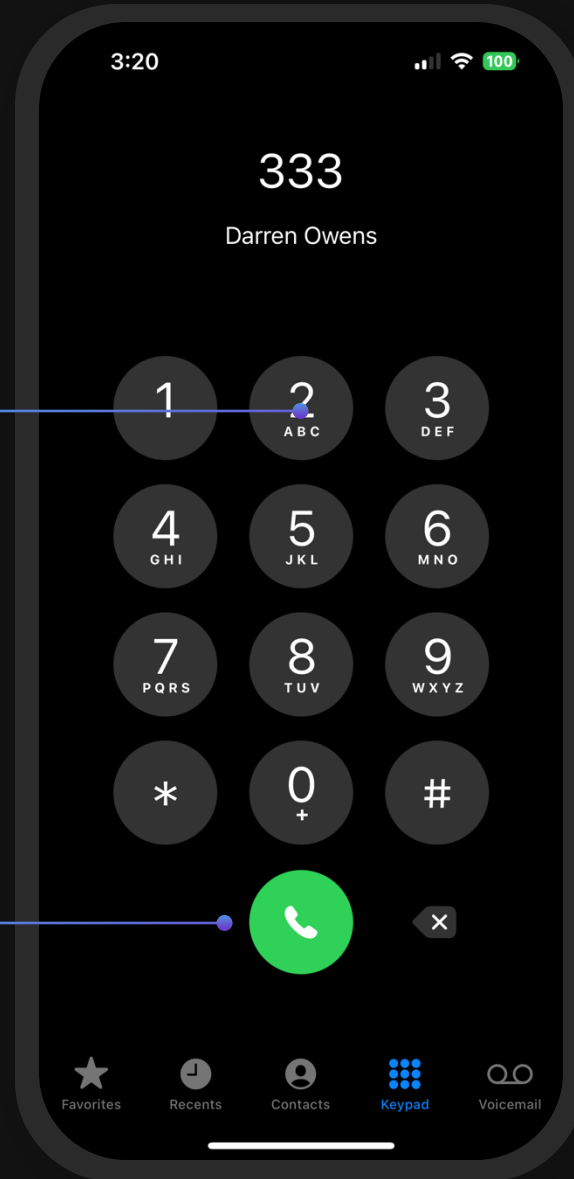


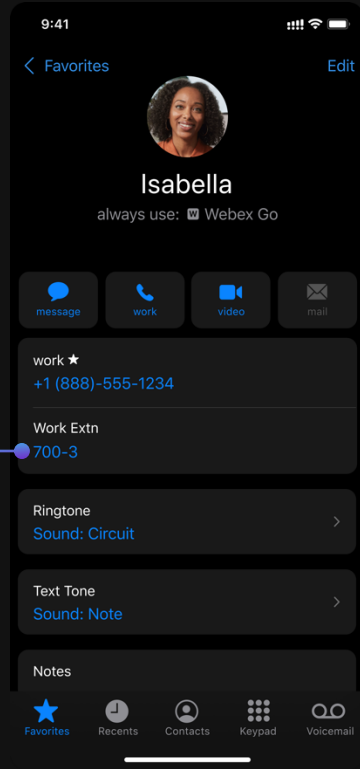Elevate call to Webex
App

**Add calls, conference**

# Webex Go

## Second Line User experience



Easily select Webex Go from the native dialer
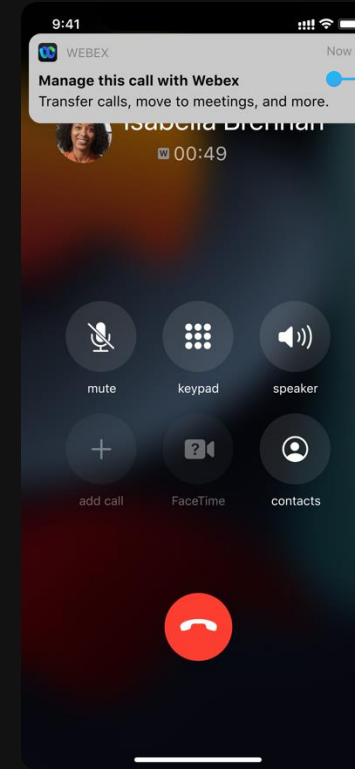
Extension dialing for Webex contacts

Business calls visible and labeled in history

**Native dialer**

**Business contacts**
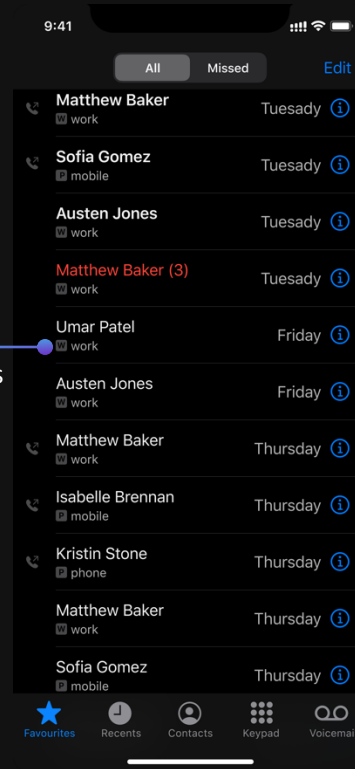
**Call history**

**Elevate Webex Go calls**

Easily elevate a Webex Go call to a video call or meeting with multiple participants

Learn more: <u>At-a-glance</u> | <u>FAQ</u> | <u>Playbook</u>
See more: <u>Demo 1</u> | <u>Demo 2</u> | <u>Setup</u>

# Webex Calling mobility

## Find the right mobile calling solution for workers in any role

| | Webex Mobile App | Webex Go Primary Line | Webex Go Second Line |
|---|---|---|---|
| Use cases | Any unregulated role | • Regulated roles<br>• High security / sensitivity roles<br>• Corporate devices | • BYOD<br>• Workers in regulated roles<br>• Workers that make external calls with privacy concerns |
| Device owner | User or Business | Business | Employee |
| Wireless service | Provided by user | Flexibility to select wireless voice and data plans from any Webex Go partner | |
| Phone number | Fixed / PSTN<br>Provided by business | Cloud Connect<br>Mobile Operator | |
| Security | • End-to-end encryption<br>• Access and identity management | • Highest level of security delivered on a corporate-managed device | • End-to-end encryption<br>• Access and identity management<br>• Dedicated business line on personal device |
| Support for Webex Calls on native dialer | No | Yes | Yes – on second line |
| Support for compliant calling | App-based calls only | All calls | All calls on Webex Go line or on Webex App |
| Inboxes | Separate personal and business inboxes on device | Single business inbox for all voice and SMS* messages | Separate personal and business inboxes on device |
| Device support | Most Apple and Android mobile devices | eSIM compatible devices | Unlocked eSIM compatible devices |
| License requirements | Included for no additional fee in Webex Calling Professional License | | |

webex

*SMS coming soon

# Customer Experience

# Webex customer experience solutions

New

| | Webex Calling<br>Professional License | Customer Experience<br>Essentials | Webex Contact Center |
|---|---|---|---|
| Channels | Voice<br>Click-to-call | Voice<br>Click-to-call | Omni-channel |
| Queues and routing | Skills / priority | Skills / priority | Intelligent routing |
| Agent and supervisor | Agent role in Webex App<br>Desktop / Mobile | Agent / supervisor tools in Webex App<br>Screen pops<br>Wrap up codes (coming soon) | Browser-based |
| Optimization | Analytics in Control Hub | Analytics experience in Webex App | WFO / WFM / QM |
| AI and automation | HD Voice \| Audio Intelligence<br>Webex AI Codec<br>Call recording summaries<br>Cisco AI Assistant (coming soon) | HD Voice \| Audio Intelligence<br>Webex AI Codec<br>Call recording summaries<br>Cisco AI Assistant (coming soon) | Virtual agents<br>Agent and supervisor AI |
| Pricing | $11.95 / user / month CSRP | FedRAMP<br>$30 / user / month – promo pricing*<br>Includes Webex Calling Professional License | Contact partner for pricing |

## Webex Platform

CENTRALIZED ADMINISTRATION | ARTIFICAL INTELLIGENCE | PSTN | SERVICE NUMBERS

# Voice queues

Elevates performance of inbound calling teams

Included with Webex Calling Professional License

Easy to setup and use

Advanced call queue capabilities (request call-back, skills-based routing)

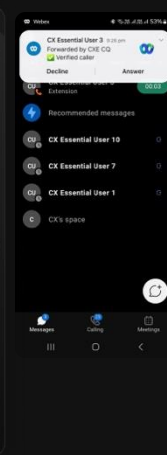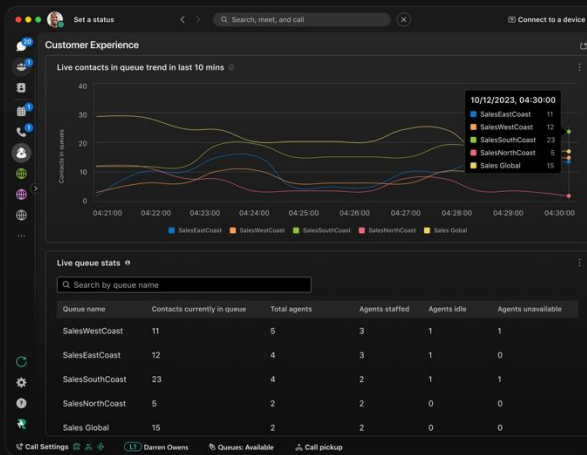Supervisor experience: monitor, coach, barge-in, takeover

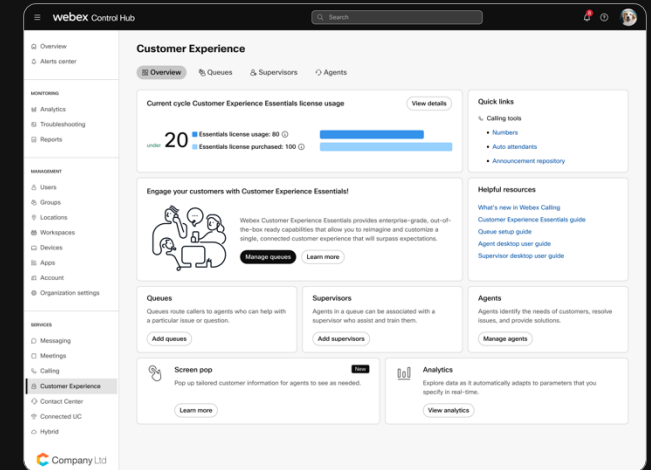Reporting and analytics in Control Hub

*Formerly Group Call Management

# Customer Experience Essentials

## At-a-glance



## Agent experience in Webex App

- Set availability and join/unjoin from call queues

- Realtime views of call queues they are part of

- Screen pop for call queue calls

- Available on desktop or mobile devices

## Supervisor Experience in Webex App

- Manage agents from within the Webex App

- Access to real time and historical data on agents and queues

- Manage availability of agents and join/unjoin status

- Silently monitor agents

## Unified Administration Control

- Administer Webex Customer Experience from Control Hub

- Key details at a glance

- Manage call queues, supervisors and agents

- Access call queue analytics

Included with Essentials

# Supervisor experience
## Agent view

- Supervisors have visibility into agent activity across queues

- Capabilities include:

  - Change agent state

  - Add / remove agents from queues

  - Monitor agents (barge, whisper coming later in 2024)

  - Message agents

Monitor

Message

Add /remote agents from queue

Agent view

Change agent state

Working from home 🏠   < >   🔍 Search, meet, and call   +   ⊡ Connect to a de...   —  ☐  ✕

### Customer Experience

Agents   Queues

Monitoring   Statistics

🔍 Search          Displaying 8 agents

| Agent name ↓ | Agent state | Agent state duration | Queue | Contact status | Time in contact duration | Actions |
|---|---|---|---|---|---|---|
| Austen Jones | Available | 08:21 | SalesWestCoast | Connected | 00:17:24 | ▣ ○ ✥ ⋯ |
| Darren Owens | Available | 07:33 | SalesWestCoast | Connected | 00:18:42 | ▣ ○ ✥ ⋯ |
| Clarissa Smith | Available | 06:45 | SalesWestCoast | Connected | 00:10:07 | ▣ ○ ✥ ⋯ |
| Isabelle Brennan | Available | 06:45 | SalesNorthCoast | On hold | 00:10:01 | |
| Kevin Woo | Available | 04:52 | Global | | | |
| Kristin Stone | Signed out | - | - | | | |
| Matthew Baker | Unavailable | 04:16 | | - | | |
| Marise Torres | Wrap up | 00:11 | | - | | |

📞 Call Settings  ☎ ✂ 🔗   (L1) Sonali Pritchard   ☎ Call pickup

Agent monitoring

🔷 Monitoring                                        —  ☐  ✕

Participants (2)                                        ✕

˅ Monitoring (2)

Austin Jones
Work: +1 188 555 1234

#  +1 571 278 8012

˅ Not in the call

You
Work: +1 188 555 1234

Austin Jones

CC                    ❚❚ Pause   ⋯   ✕                    👤  ○

Included with Essentials

# Supervisor experience
## Analytics

Realtime and historical analytics available in the Webex App

- Realtime
  - Live stats per queue
  - Agents idle, available, unavailable
  - Calls in queue
  - Longest wait time
- Historical
  - Visualizations of call queue stats: answered, abandoned, transferred
  - Trends over time
  - Filtering by date, queue



Realtime queue stats

Historical queue stats
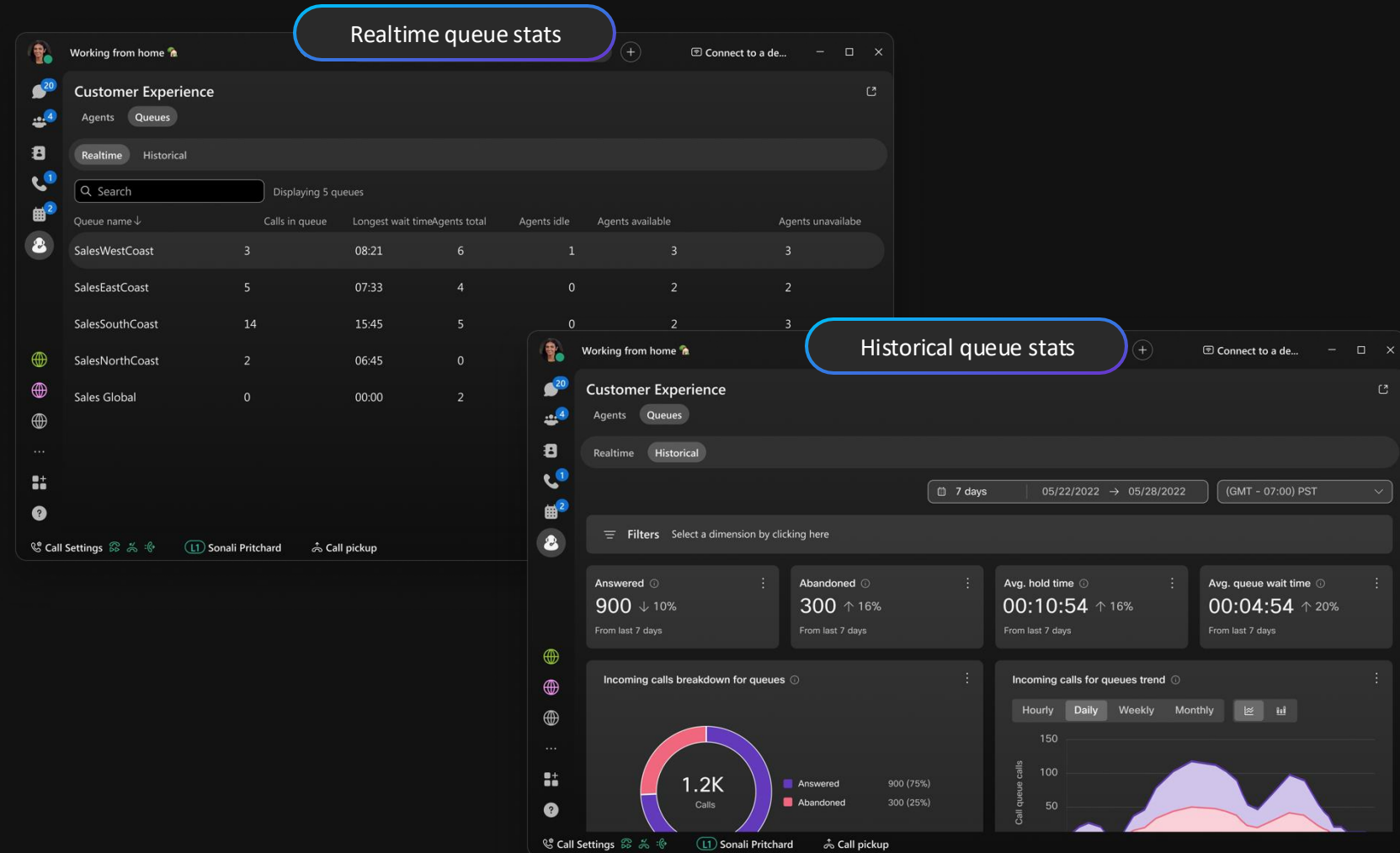
Included with Essentials

# Agent experience
## Realtime queue monitoring

- Empower agents to respond to increase in call volume

- Agents have visibility into real time queue stats

- Agents can identify queues that need assistance

- Agents can change status, join / unjoin queues

- Screen pops display information pertinent to callers to make every call more productive

Available in the Webex App

Agent visibility into queues

Join / unjoin queues, change status



38

Included with Essentials

# Screen pops

- Make every call more productive with immediate visibility into caller information

- View relevant customer information just in time

- Capture leads, update details the way you want using admin configured screen pop

- Available on desktop only

# Wrap-up codes

- Wrap-up notification appears after call is completed

- Agents are able to select from a pre-defined lines of wrap-up reasons

- Administrators can configure default wrap-up reason, which will appear at the top of the list and selected

- Agents can search to quickly identify wrap-up reasons

- Supervisors see ranked wrap-up reasons in analytics

- Wrap-up reasons also visible in Control Hub

**Wrap up**

L1 Umar Patel
Work: + 1 408 123 0983
Forwarded by SalesWestCoast

Wrap up reason

🔍 Search

| Completed | 🔵 |
| Sales Complete | ⚪ |
| Voicemail | ⚪ |
| Closed deal | ⚪ |
| Call later | ⚪ |
| Do not call | ⚪ |

**Submit reason**

Agent view

Top 25 wrap up reasons used ⌄ ⓘ

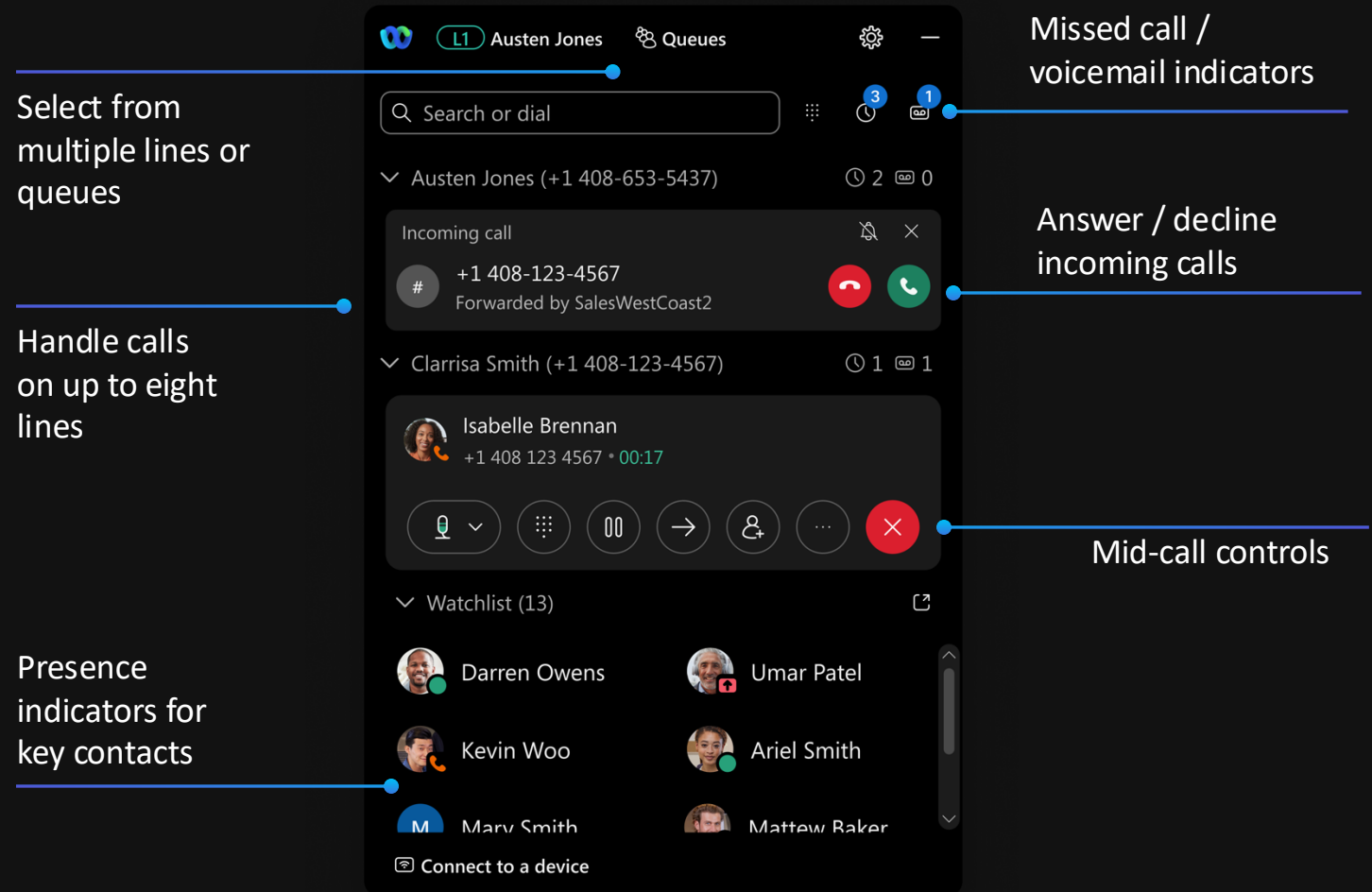| Wrap-up reason | Usage count | Avg. wrap-up duration |
|---|---|---|
| Completed | 33 | 00:03:04 |
| Sale | 32 | 00:04:23 |
| Voicemail | 28 | 00:03:07 |
| Closed deal | 25 | 00:02:04 |
| Call later | 24 | 00:00:04 |
| Do not call | 22 | 00:03:04 |
| Follow up | 21 | 00:02:04 |
| Busy | 17 | 00:02:04 |
| Assistant | 16 | 00:01:04 |

Supervisor analytics view

webex

# Multi call window

## Reimagining the multi-line experience

- Complement to the Webex App

- Provides access to up to eight lines, shared lines, call queues, or groups

- Slim, unobtrusive design fits alongside other apps

- Designed for power calling users

- Multi-line selection, join / unjoin call queues

- Available at no additional cost with Webex Calling, Cisco UCM

- Windows only

Learn more: At-a-glance | Demo

Select from multiple lines or queues

Handle calls on up to eight lines

Presence indicators for key contacts

Missed call / voicemail indicators

Answer / decline incoming calls

Mid-call controls

### (Screenshot elements)

L1 Austen Jones    Queues

Search or dial

Austen Jones (+1 408-653-5437)    2    0

Incoming call
\# +1 408-123-4567
Forwarded by SalesWestCoast2

Clarrisa Smith (+1 408-123-4567)    1    1

Isabelle Brennan
+1 408 123 4567 • 00:17

Watchlist (13)

Darren Owens        Umar Patel
Kevin Woo           Ariel Smith
Mary Smith          Mattew Baker

Connect to a device

# Webex Attendant Console

## Modern, feature rich console to replace Receptionist Client



- Available as an add-on license to Webex Calling

- Modern, User-friendly replacement for Receptionist Client

- Comprehensive contact management capabilities

- Powerful features in a streamlined console with integrated presence management

- Quick and easy call handling with seamless call recording

- Calling KPIs with visibility into incoming calls, calls waiting, call queues, parked calls, presence information

- Delivered through the familiar Webex App integration

- Simple administration through Control Hub

- New – Colleagues and resources tabs

Learn more: AAG | Demo video | FAQ (internal)

Customers can order required licenses for Webex Attendant Console from CCW using the SKU A-FLEX-WXAC-ADV

# Administration

# Control Hub

Integrated

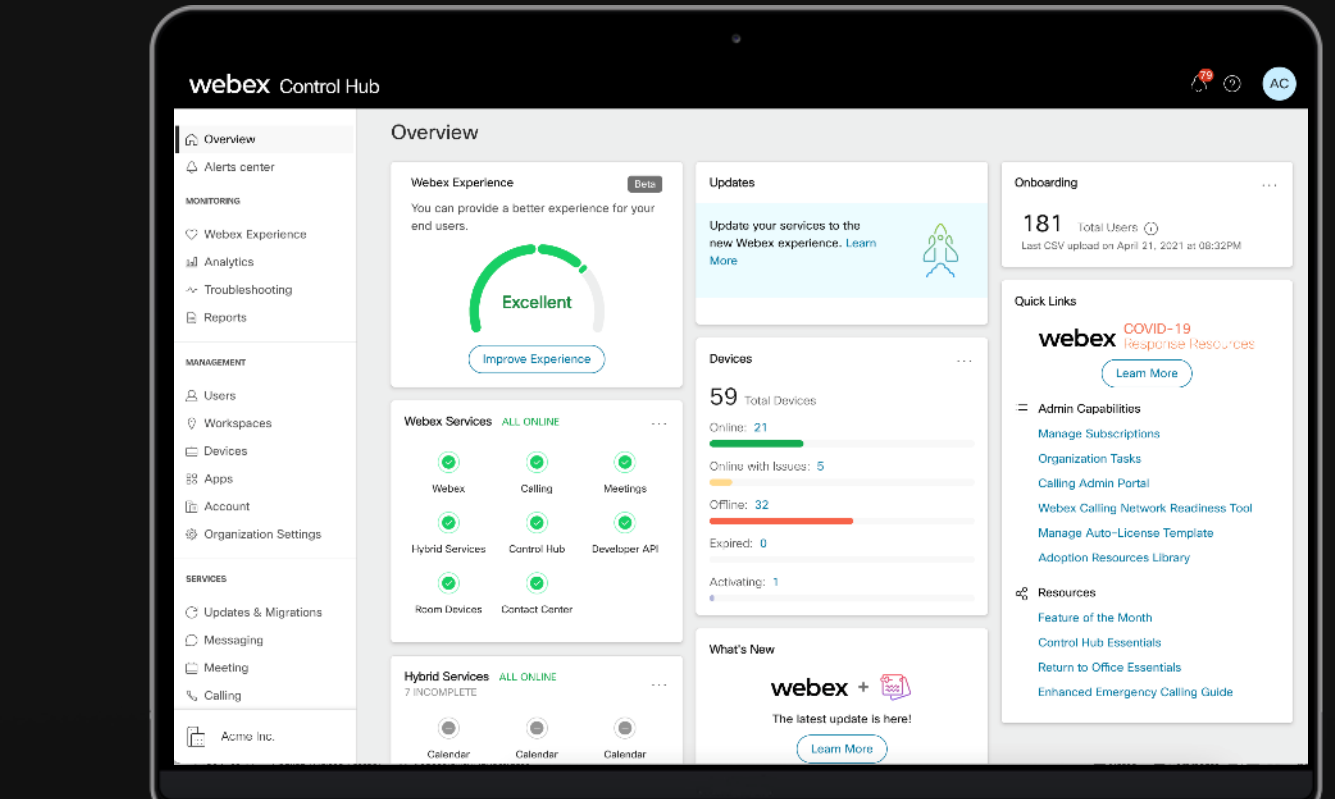Complete lifecycle

Realtime insights

Supports full Webex portfolio

Simple

ThousandEyes integration

# Enabling exceptional control of your service

**Calling Analytics**

- New dashboard for insight into call quality
- View global KPIs to monitor call quality across your organization
- Live charts and graphs show call quality by location, IP, device type, codec, and more
- Apply filters to identify the root of call quality issues

**Detailed call history**

- New dashboard for a holistic view of every call made
- Reports can be exported or accessed via API

**Call troubleshooting**

- Inspect individual calls to determine issues on call media on either end of the call

**ThousandEyes integration**

- Direct access to ThousandEyes path visualization within Control Hub
- Visualize network paths, measure key metrics, rapidly identify and resolve network issues
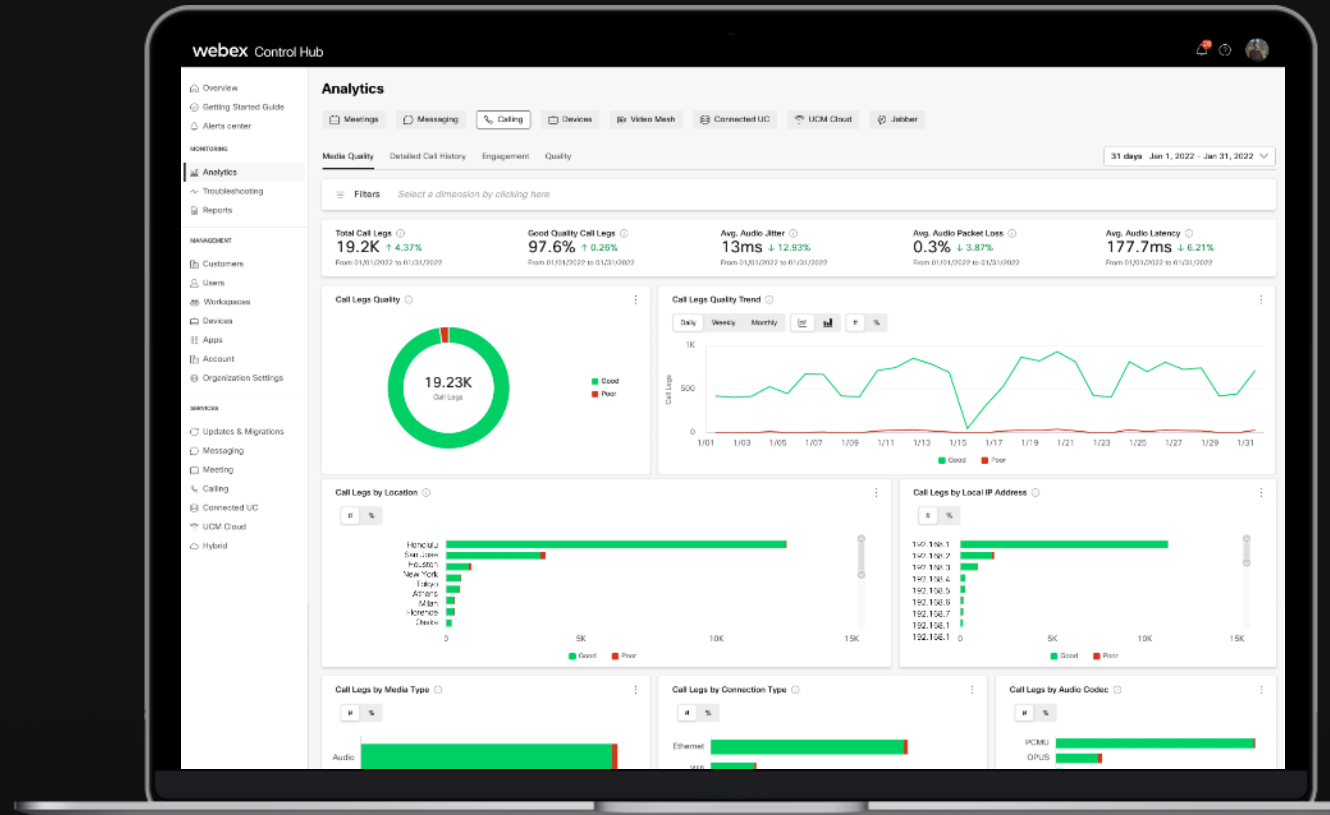
# Calling Analytics

Provide a consistent, high quality calling experience across your organization
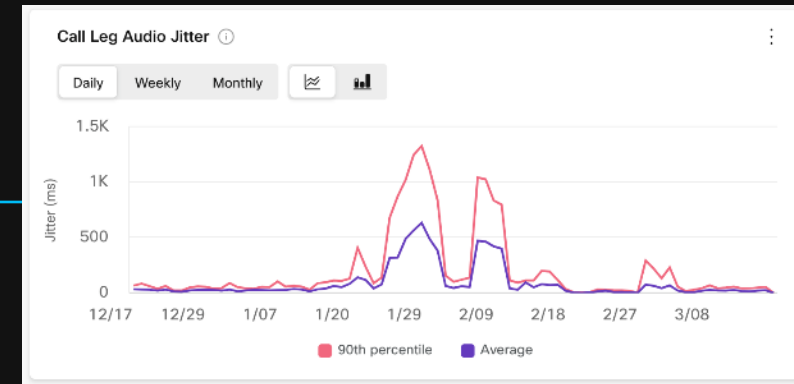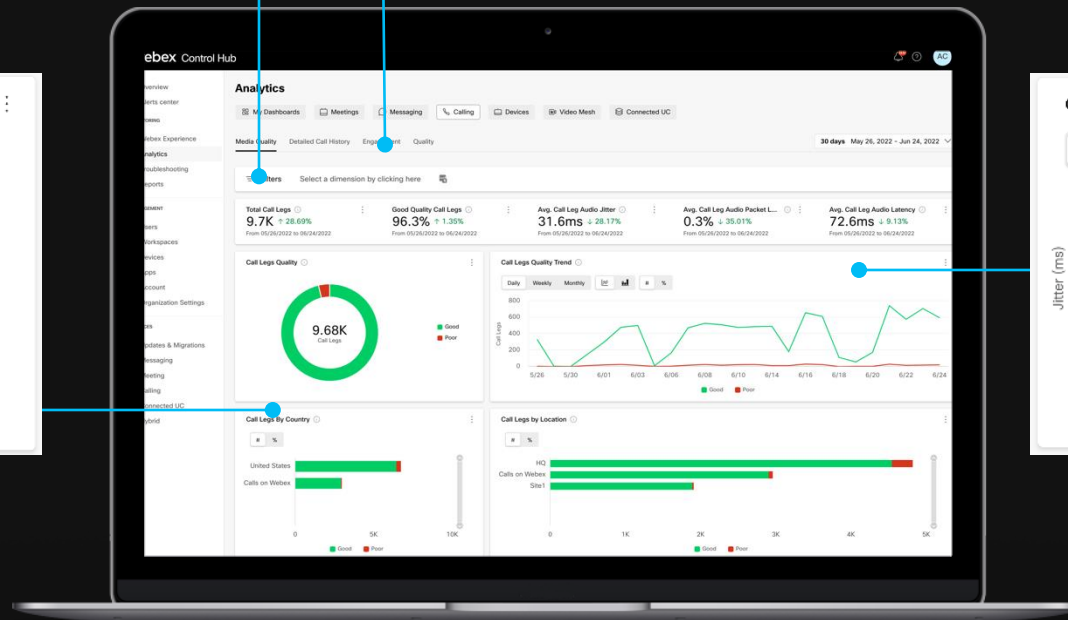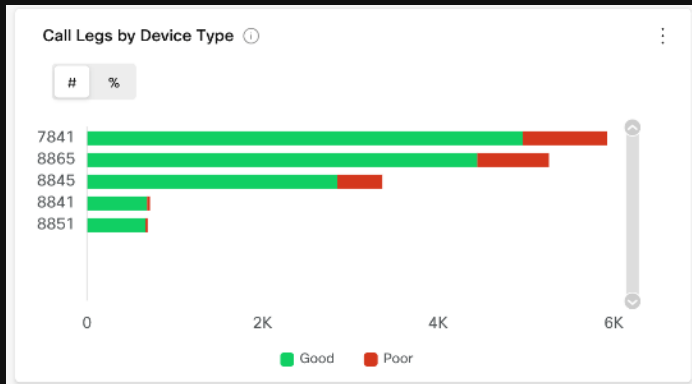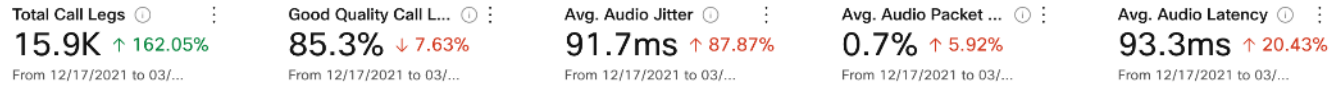
# Call quality troubleshooting
## Quickly identify and resolve call quality issues



Troubleshooting tool provides admins with:

- Ability to identify calls with poor-call quality

- Information about both sides of the call and the network in between

- Callers with the worst experience listed in Calling Analytics dashboard for quick troubleshooting

- ThousandEyes integration

# Troubleshoot in real time

- ThousandEyes agents installed on collaboration devices

- Monitor overall network path quality and individual metrics like loss, latency, and jitter

# Network performance insights with Meraki
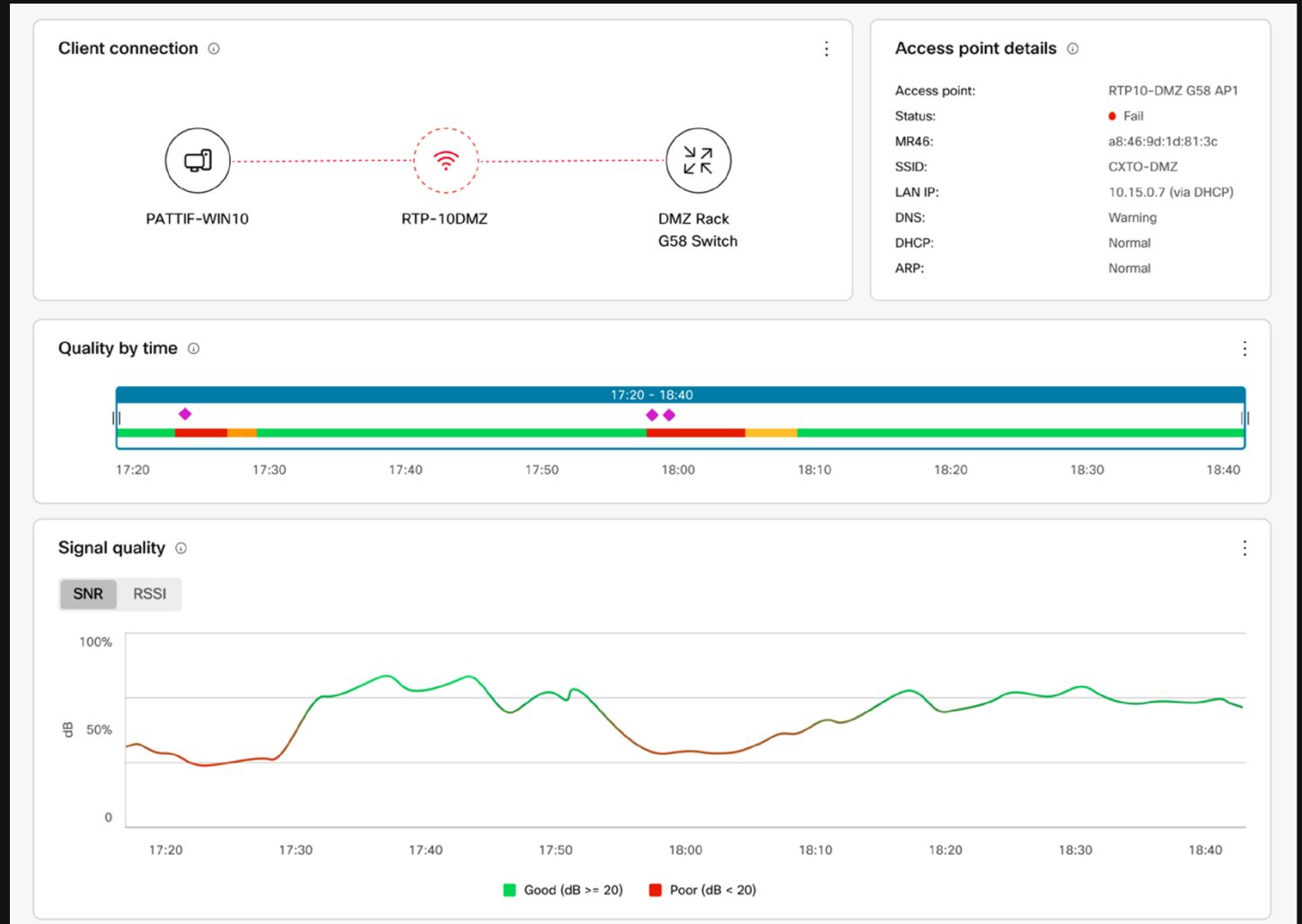
# Nomadic E911

## With Dynamic Location Support

- Cloud-based next-generation 911 location discovery and routing services

- Included with Webex Calling and Dedicated Instance subscriptions for all U.S. based users, at no additional cost

- Provides necessary tools for customers to comply with Kari's Law and RAY BAUM'S Act

- Available with any PSTN option - Cloud Connected PSTN, Cisco Calling Plan or Local Breakout (LGW)

- Provided in partnership with RedSky – a National Emergency Provider

Learn more: At-a-glance | FAQ

# Cisco Emergency Communications Solutions

## Add-on Singlewire InformaCast to meet business emergency needs

Enhance your Webex Calling platform with available solutions for Emergency Notifications powered by RedSky and Singlewire*

**Included with Webex Calling**

- Meets Kari's Law and RAY BAUM'S Act Requirements
- Supports nomadic location with Webex App Integration
- E911 trunks on the cloud side direct to the 911 providers
- Provided in partnership with RedSky – a National Emergency Provider

**Singlewire InformaCast Fusion***

- Automated Weather Alerts
- Cisco MPP Phone paging
- Panic Button Systems
- 911 Internal Alerting
- Critical Event Management
- Paging with IP Speaker and Legacy Speaker Integration
- Instant Communications

* Singlewire InformaCast is available as add-on to the Flex Subscription and be bundled into the overall Flex subscription.

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# Devices

Additional resources:

[Cisco Collaboration Devices EBC BDM](#)

[Cisco Devices for Microsoft Teams](#)

[Desk Phone 9800 Series BDM](#)

[MPP Phones BDM](#)

# The ALL-NEW Cisco Desk Phone 9800 Series

Cisco Desk Phone 9841   Cisco Desk Phone 9851   Cisco Desk Phone 9861   Cisco Desk Phone 9871   Cisco Desk Phone 9800 KEM

**UCM AND WEBEX CALLING | NEXT GENERATION HOT DESKING | STARTING AT US $165***

LEARN MORE:  Desk Phone 9800 Series BDM

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# Next generation hot desking

Log in instantly with a QR code

Make and receive voice and video calls from your business line

Access call history, contacts, calendar, and voicemail

Join scheduled meetings with a single click

Webex Calling hot desking is available now on the Cisco Video Phone 8875, Cisco Desk Series support is coming soon

# Webex Desk portfolio

Something for everyone to make hybrid work "work"

### Webex Desk Camera

Uncompromised video with any configuration

4K

### Webex Desk Mini

Portable collaboration device for small workspaces

15-inch

1080p

### Webex Desk

Premium experience built to scale

24-inch

1080p

### Webex Desk Pro

Our flagship device for the high-end experience

27-inch

4K

# A complete portfolio Microsoft Teams Rooms

**Desk Pro**

Teams Room GA now
Teams Display Q4 2023

**Board Pro 55/75**

**Room Kit EQX**

Certification Q4 2023

**Room Bar**

**Room Bar Pro**

**Room Kit EQ**

**Room Kit Pro**

Certified for Microsoft Teams

**Room Navigator**

Teams Panel Q4 2023

**Desk Camera 4K**

**Headset 320 Series**

**Headset 720 Series**

# Cisco Headsets

## Personalize your collaboration experience

- Exceptional comfort, vibrant audio, and powerful noise cancelation to block distractions

- Integrated with Webex App, and Cisco devices and clients

- Easy deployment, management, troubleshooting and analytics

reddot design award

Cisco 980 Series

Cisco 700 Series

Cisco 500 Series

*Class-leading audio and business communications*

*Premium Bluetooth headsets to stay productive everywhere*

*Full range of wired and wireless models*

# Webex Wireless Phone 840/860

## A smartphone built for tough workstyles

Webex Calling over WLAN from native dialer

Native registration through Control Hub

Webex App pre-installed + support for third party apps

Echo cancellation and noise suppression

Ruggedized dust and water resistant (860: IP68, 840: IP65)

Camera, swappable battery, optional scanner

Learn more: Data sheet

# 6800 DECT Wireless Phones

Wireless voice

**6823**

**6825 + Cradle**

**6825 Ruggedized**

**110 Base Station**
Single-cell

**Repeater**

**210 Base Station**
Multi-cell

**Use Case**
- Mobile office worker
- Frontline worker

**DECT Models**
- Value 6823 – Phone, cradle, 3.5mm jack (not shown)
- Premium 6825 – above plus Bluetooth and slightly larger screen than 6823, Emergency button
- Ruggedized 6825 – 6825 spec but IP65 rated dust and water protection

**Mode**

DECT 210 Multi-Cell Base Station:
- Up to 30 SIP Registrations
- Up to 10 Concurrent Calls

**Mode**

DECT 210 Multi-Cell Base Station with 250 Base Stations Deployed:
- Up to 1000 SIP Registrations
- Up to 2000 Concurrent Calls

# Integrated devices for Webex Calling

**At your desk**
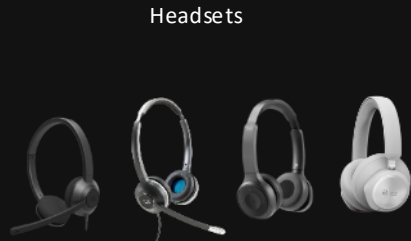
Headsets

300 / 500 / 700 / 900 Series

USB camera

Webex Desk Camera

IP phones

6800 / 7800 / 8800 Series

Key Expansion Modules

All-in-one premium collaboration and co-creation

Webex Desk Series – Mini / Desk / Desk Pro

**Meeting spaces**

IP conferencing

7832     8832

Webex Room Phone

Video-first kits

Webex Room Kit Series

Video-first integrated systems

Webex Room Series

Immersive boardroom

Webex Room Panorama Series

Team collaboration and co-creation

Webex Board Series

**Single platform advantage**

*DECT phones

6823

6825

DBS-110
DBS-210

Ruggedized WiFi Phones
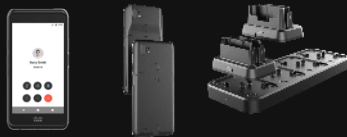
Cisco 840/860

ATAs

Cisco 191/192
AudioCodes MP-124E/MP-1288

VG400

Consistent user experiences

Webex App

Single pane of glass management and analytics

Control Hub

**Mobile**

**Analog**

Dedicated Instance also supports legacy Cisco endpoints not listed here

*Dedicated Instance not supported

# PSTN
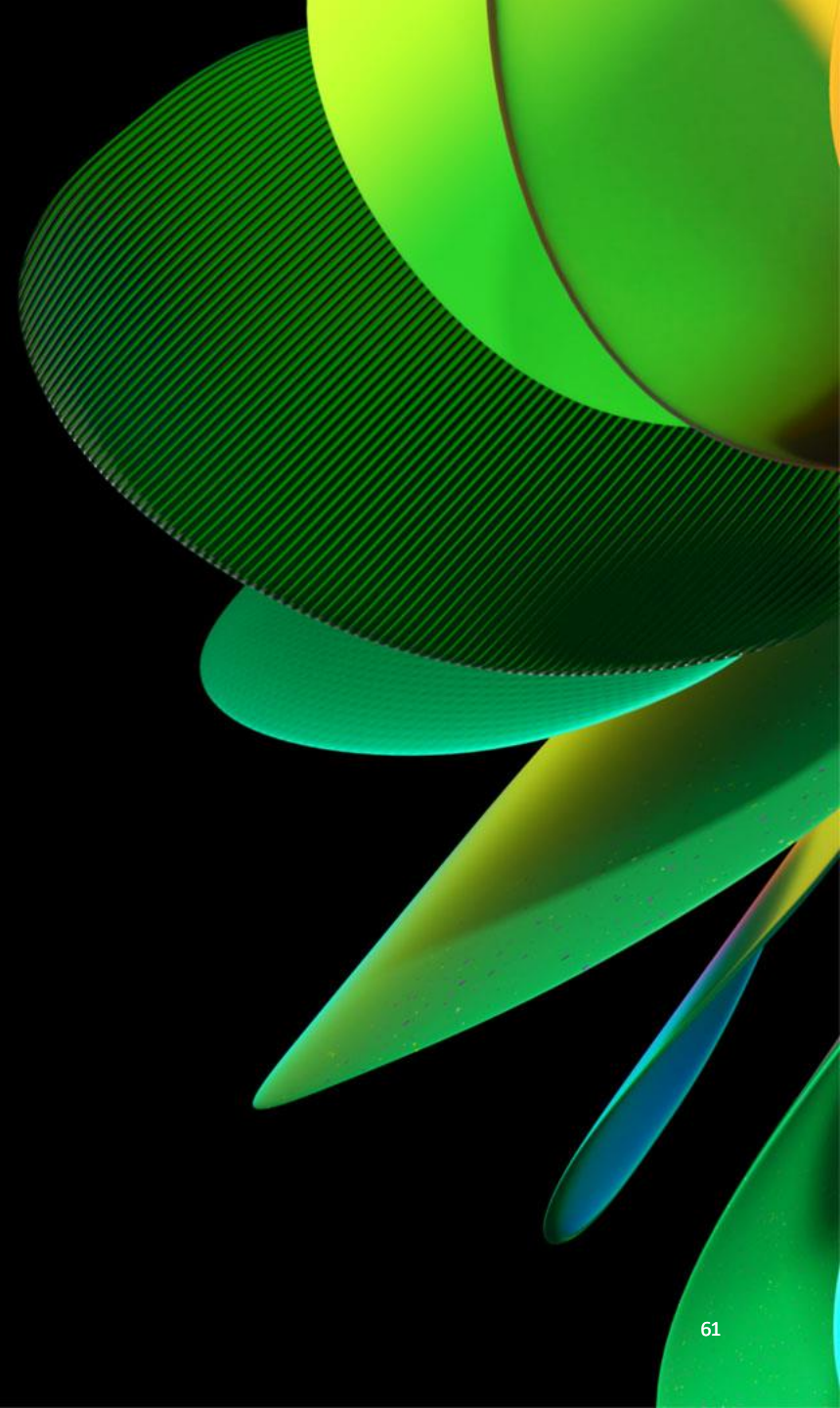
# Three flexible options for PSTN connectivity

## Select any option on a site-by-site basis

### Cisco Calling Plans

- Available in 19 countries including the U.S., Canada, most of Europe, Australia and New Zealand
- Single offer from Cisco through our partners
- Fully integrated and managed from Control Hub
- Standard Numbers and Service Numbers are available
- Learn more

### Cloud Connect for Webex Calling

- Available in over 65 countries
- Select from two types of providers:
  - 30+world-class Certified Calling Providers
  - Cloud Calling Providers delivered through our Enablement Providers
- Choose providers on a site-by-site basis
- Manage numbers in Control Hub
- *Formerly Cloud Connected PSTN*

### Local gateway

- Available in 180+ countries
- Continue using your existing provider
- Support remote branch offices
- Manage phone numbers Control Hub
- Support for third party SBCs

Learn more: At-a-glance | Third party SBC At-a-glance

# PSTN Service Numbers

- Enables high volume business phone numbers for site services such as Auto Attendants, Webex Calling Hunt Groups and Call Queues, in Webex Calling and Webex Contact Center.

- Numbers are easily managed in Control Hub

- Available for:

  - Local Gateway

  - Cloud Connect

  - Cisco Calling Plans – Learn more

- Service numbers for Cisco Calling Plans:

  - Can only be assigned to site services, such as Auto Attendant, Hunt Group, and Group Call Management/ Call Queue

  - Cannot be used for knowledge workers, workspaces, or for any outbound dialer usage.
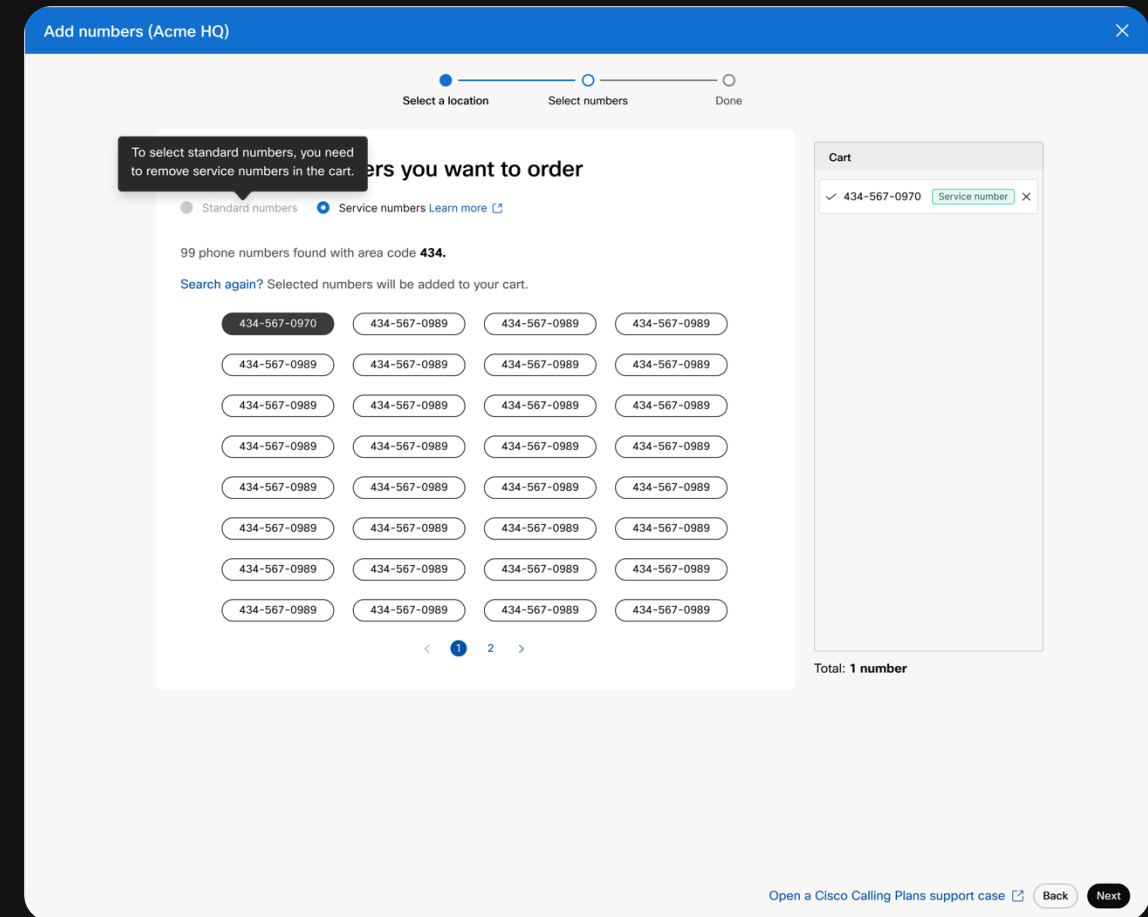


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# Certified Calling Providers

New: **AT&T Business**

**Business**

webex by CISCO
Certified Calling Provider

alphalink
calltower
digimium
IntelePeer
KDDI
NTT
Pure IP
TATA

AveriStar
colt
eis
inteliquent
Let'sCo
NTT 東日本
ribbon
Telefónica

bandwidth
connect
fusion
IPA USTRIA
MNF Enterprise
peerless network An Infobip Company
swisscom
VERACITY NETWORKS

BRCK
convergia
gtt
IRISTEL
nuwave
PHENIX PARTNER
symbio
zayo
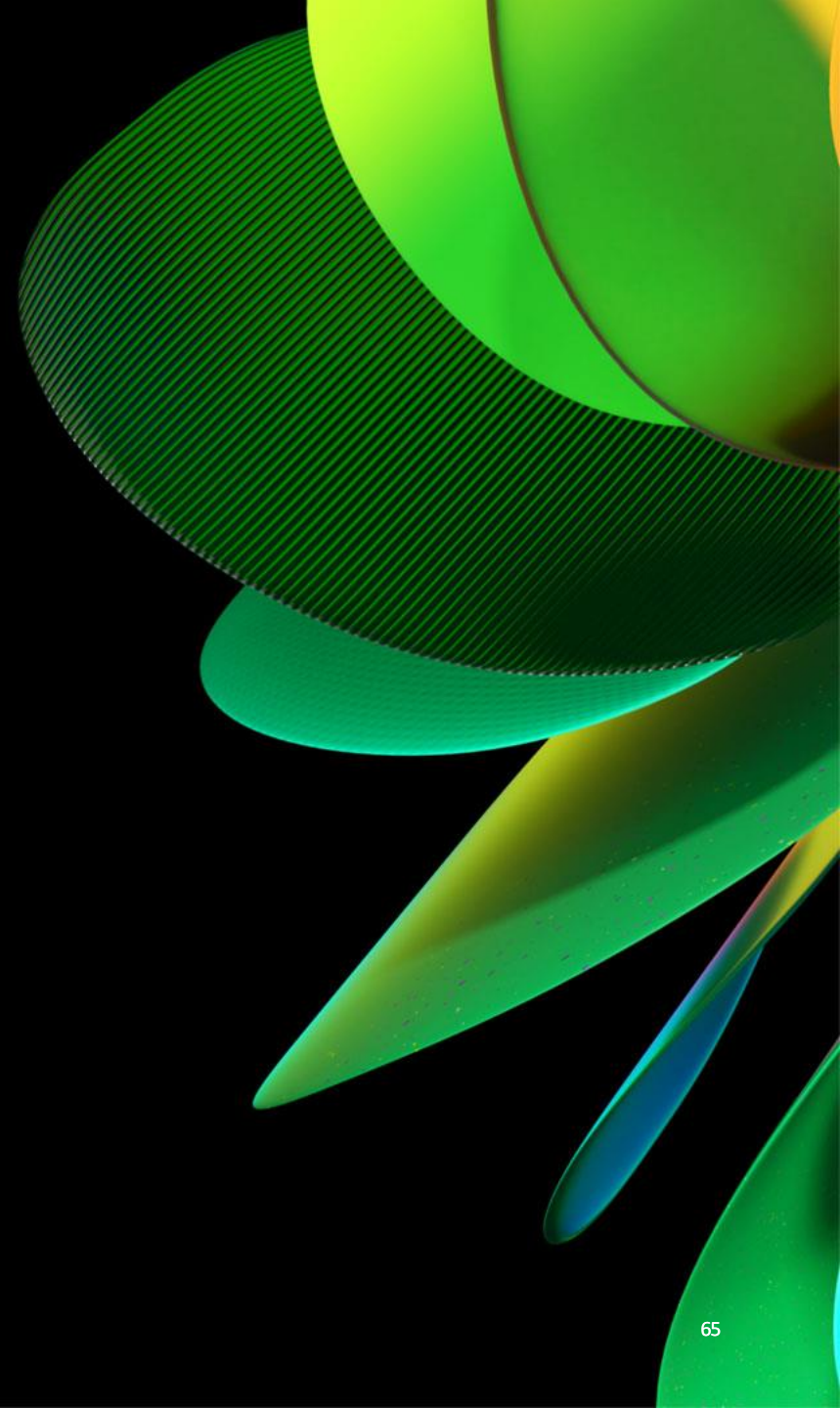
# Survivability

# Webex Calling Survivability

Survivability options for any deployment model

| Feature | GA | Deployment model | Capabilities |
|---|---|---|---|
| SRST for UCM (Dedicated Instance) | Available now | • Dedicated Instance<br>• Router-based solution | • Make/receive inbound calls when Webex Calling is not accessible<br>• Active calls do not drop<br>• Requires PSTN connected to LGW |
| Site Survivability for Webex Calling Multi-Tenant | Available now | • Multi-Tenant<br>• Emulates SRST for UCM | • Make/receive inbound calls when Webex Calling is not accessible<br>• Active calls do not drop<br>• Requires PSTN connected to LGW<br>• Minimum feature set to keep up and running |
| Enhanced Survivability for Dedicated Instance | Available now | • Dedicated Instance<br>• Server-based solution<br>• Deploy local Dedicated Instance (UCM) node on premises | • Full range of UCM features are available when Webex Calling is not accessible<br>• Everything remains live, including call routing, no change in integrations<br>• Market differentiator essential for mission critical organizations like healthcare, finance, transportation/logistics |

# Site Survivability Multi-Tenant Overview

- A Survivability Gateway is installed on site

- Gateway is managed, gets configuration details from Control Hub

- In the event of a network outage:

  - Internal/external calls routed via the gateway

  - Emergency calls are routed via the gateway

  - Integrated apps continue to function

The Survivability Gateway is built on the IOS XE Survivable Remote Site Telephony (SRST) solution, allowing customers to migrate existing hardware, licensing and configurations to their Webex Calling solution. (On the ISR or Virtual Routers)

Learn more: Sales playbook | At-a-glance

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Control Hub          Webex Calling

Access
Network

PSTN

Webex Calling end point

Customer Site
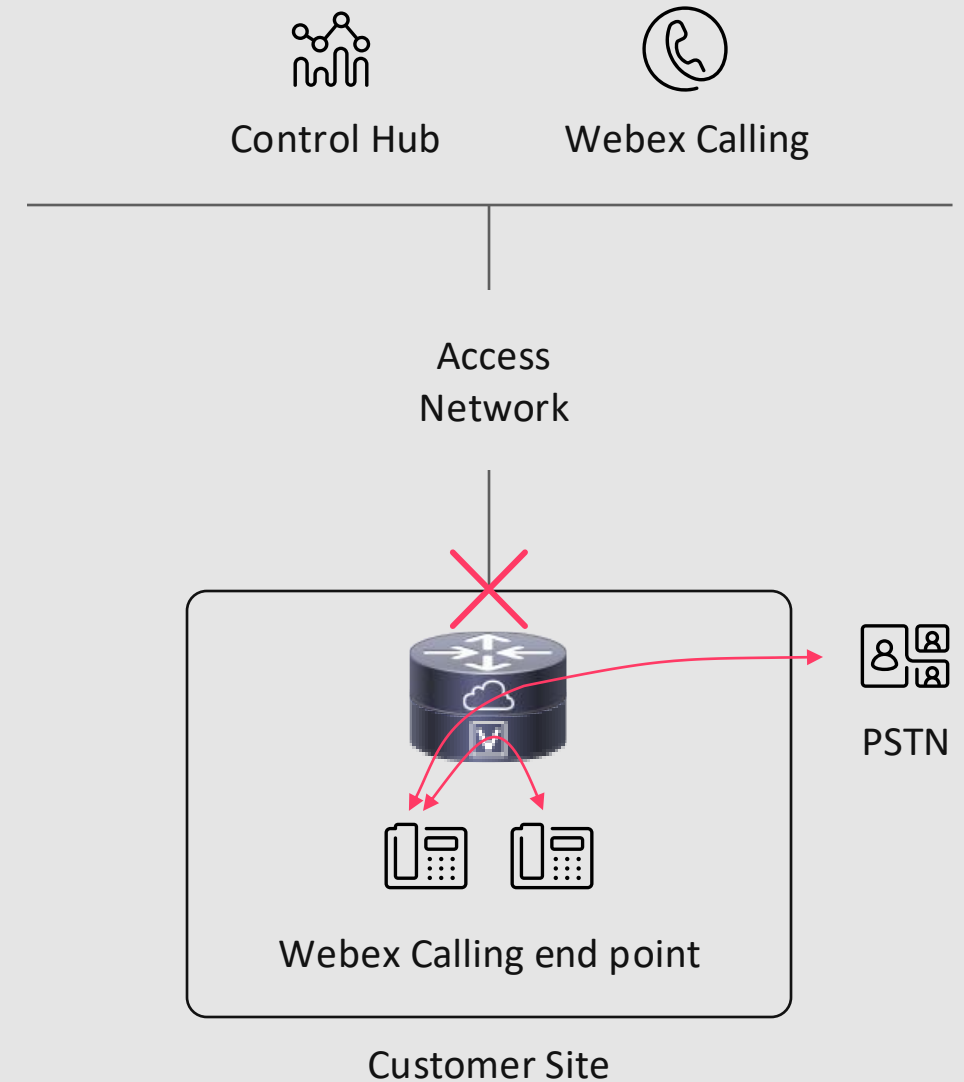
# Supported call features for Site Survivability

| Feature | Comments |
| --- | --- |
| Intra-site extension calling | For supported endpoints. Alternate numbers & virtual extensions not supported |
| PSTN Calling Inbound/Outbound | Using either a direct PSTN circuit or SIP trunk |
| E911 Call Handling | Calls use specific registered ELIN for defined ERLs with Operator callback |
| Call Hold and Resume | MOH files manually provisioned on the SGW |
| Call Transfer Attended | Fully Supported |
| Call Transfer Blind | Fully Supported |
| Inbound Caller ID (Name) | Fully Supported |
| Inbound Caller ID (Name & Number) | Fully Supported |
| Shared Call Appearance | Primary use case to support Webex App + Desk Phone |

# Enhanced Survivability for Dedicated Instance

Delivering unprecedented reliability in the cloud calling industry

Complete Cisco calling feature set is available even if the cloud is inaccessible

Preserves full range of calling features, including call routing and integrations through a local Dedicated Instance node

Available for Dedicated Instance, and offers an added level of reliability to Site Survivability for Multi-Tenant

Learn more: Sales playbook | At-a-glance
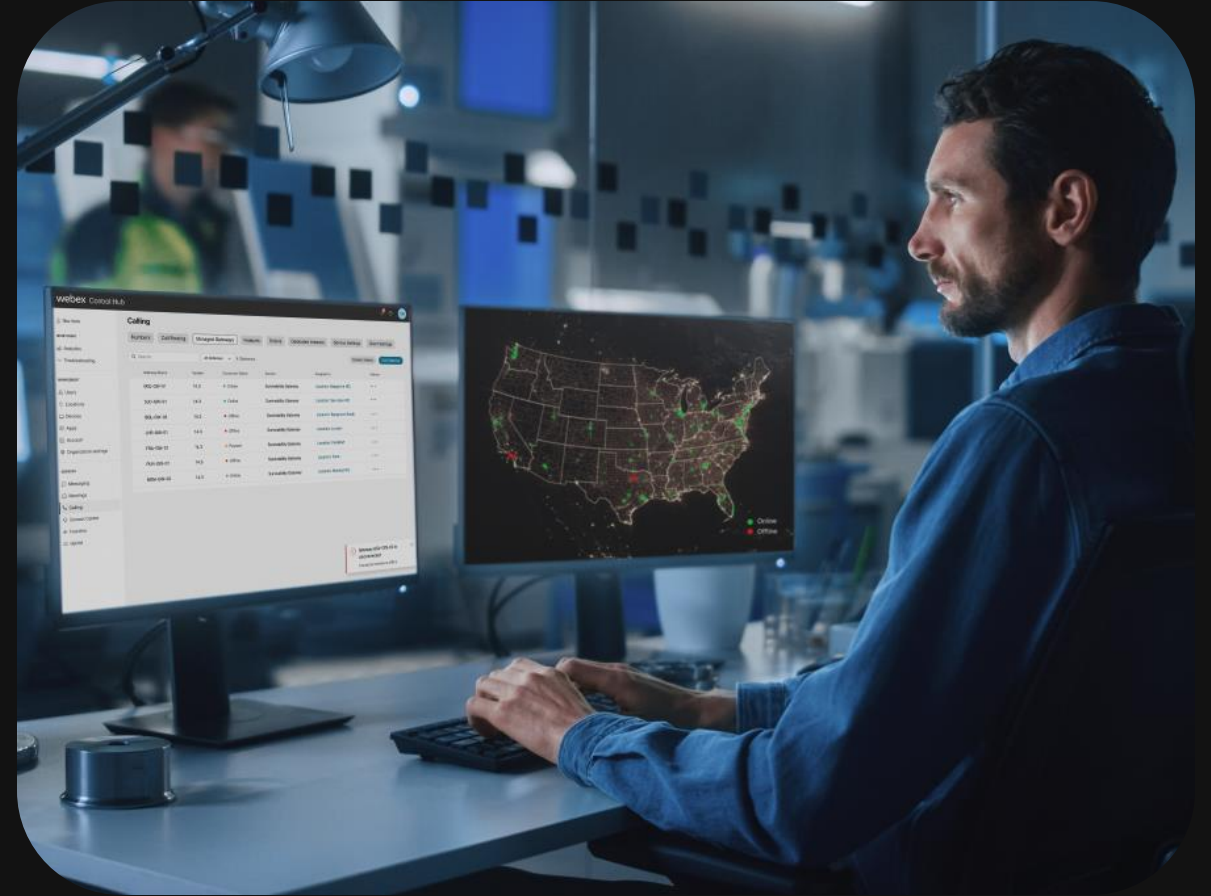
# Webex Calling - Enhanced survivability

Complete redundancy during network outages



Business

Webex Calling Endpoints

Local Enhanced Survivability node

Access Network

X

PSTN

Dedicated Instance

Preserve the complete feature set:
- Make and receive calls (PSTN and internal)
- All calling features are available
- Preserves critical 3$^{rd}$ party integrations
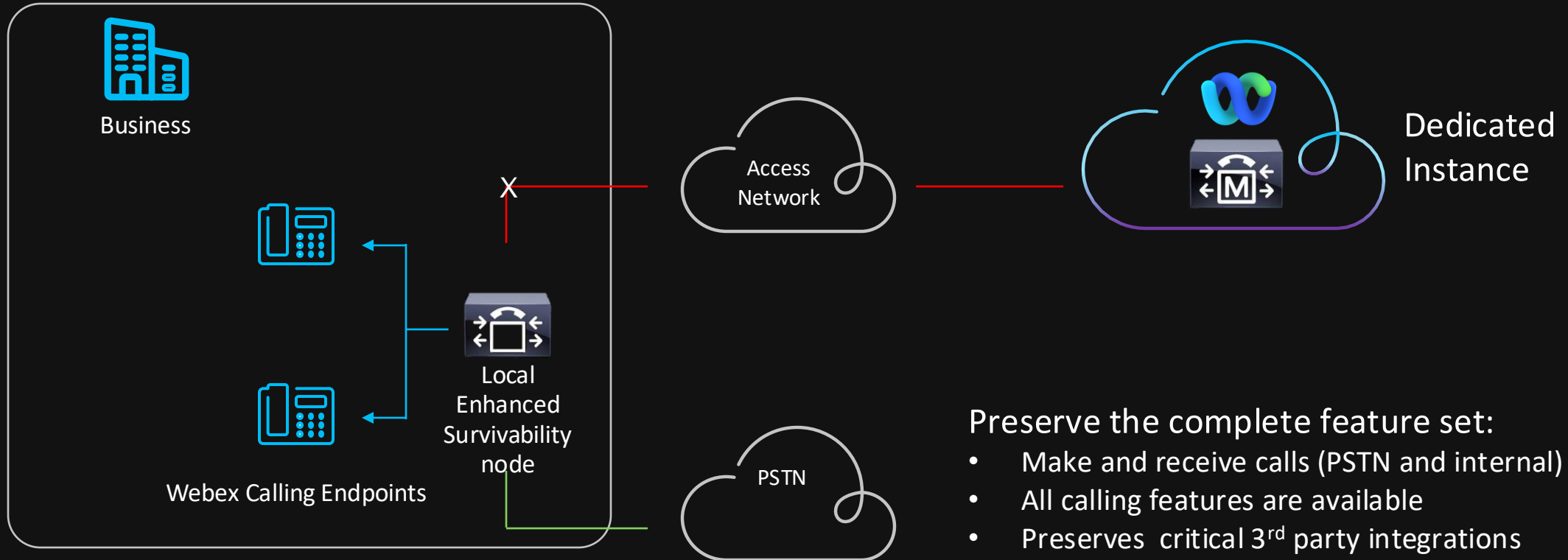
# Cloud migration
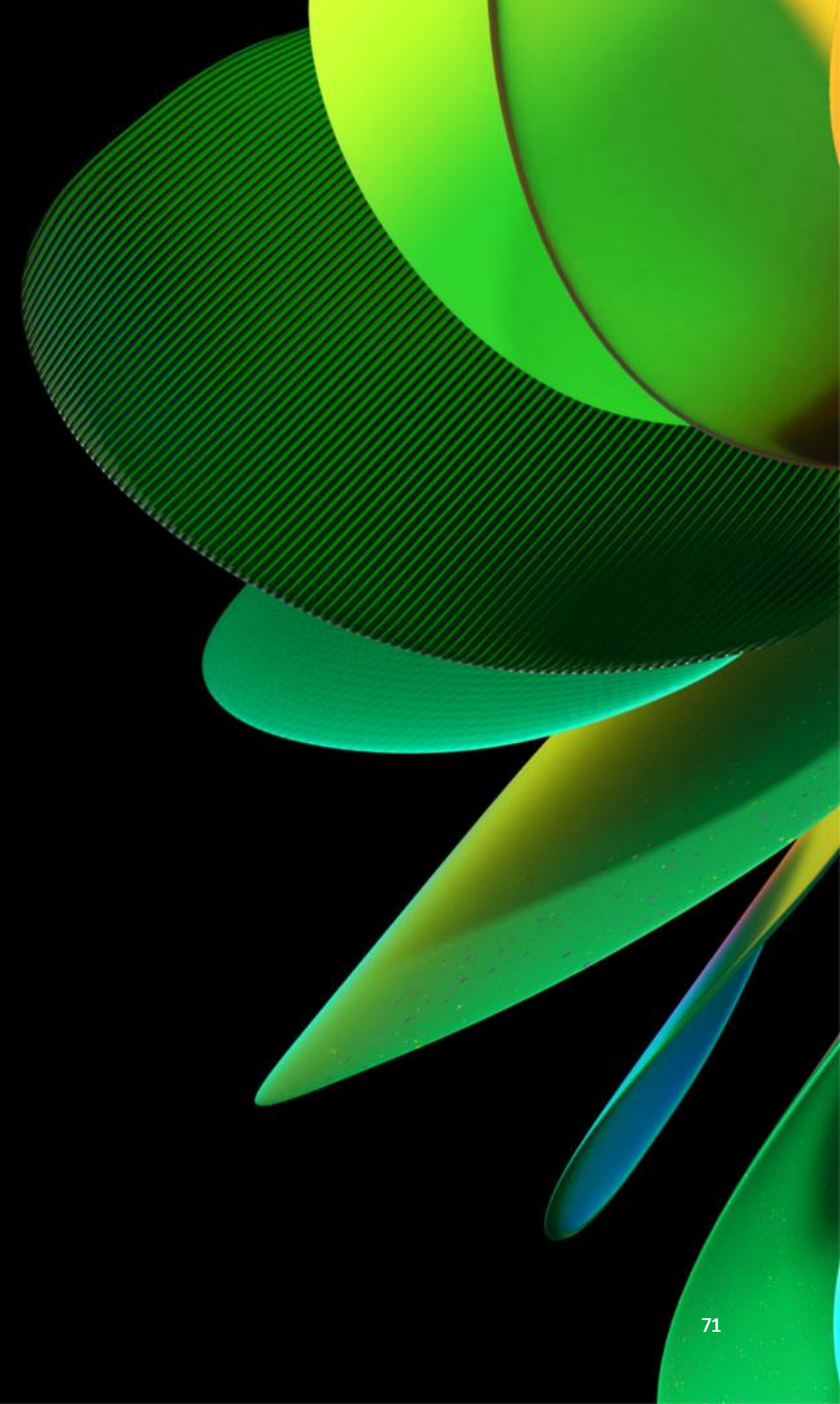
# Simplifying the transition to the cloud

## Hybrid and advanced calling features maximize ROI and flexibility

### Centralized enterprise dial plans
- Configure advanced Enterprise dial plans to optimize on-network call routing

### Trunks and route groups
- Geo-redundant routing policies for enterprise trunks
- Scale call traffic to the PSTN using geo-redundant trunk groups across enterprise sites

### Media optimization
- ICE for calling media
- Regional media for cloud connected PSTN

### Centralized calling analytics
- Usage, call quality*

Webex
Cloud

Single
Platform
Advantage

Third-party PBX    Cisco UCM    Cloud calling    Room device    Messaging
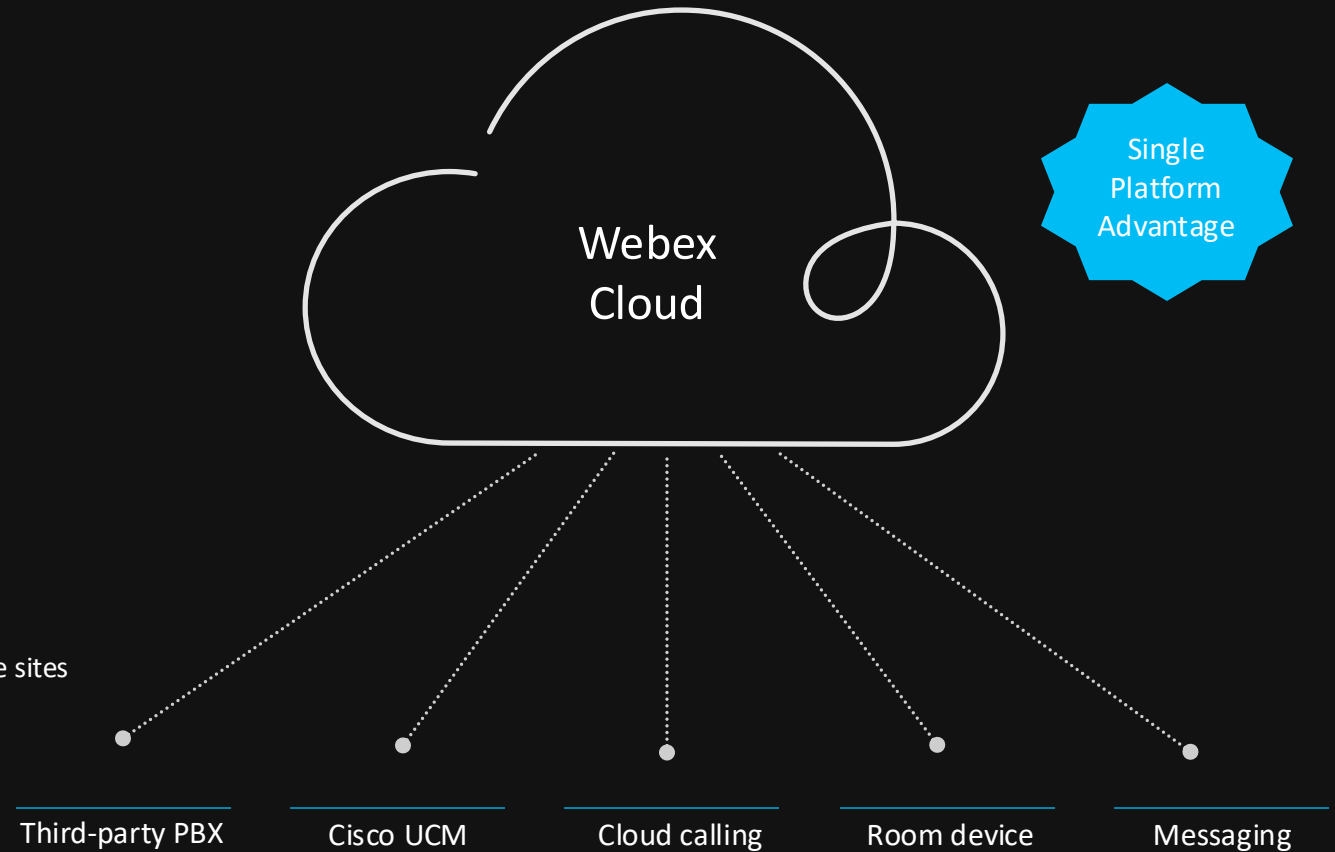
Hybrid-migration journeys from on-prem PBX to native cloud
site by site, or user by user with full collaboration suite

webex

*dependent on deployment model and devices

# Webex Setup Assist

Match Cisco global coverage, scale and expertise with partners enhanced customer migration services to provide a unified, comprehensive and valuable migration service to help customers transition to cloud calling with confidence.

- Accelerate and simplify cloud calling migrations for customers
- Cisco proven migration experience and methodologies
- Jointly delivered with Cisco partners

Learn more: Get Started Guide

## Our Joint Objective

Cisco + Partners to work together to successfully migrate customers

**to** › Webex Calling

## Migration phases – Webex Calling

**Discovery & assessment**
- Conduct discovery call
- Determine project milestones and timelines
- Data gathering workbook review
- SIP endpoint and CPE compatibility
- Network and firewall requirements

**Planning phase**
- Confirm location priority and scheduling
- Migration window plan confirmed
- Validate network changes
- Confirm new equipment readiness
- Verify onsite resources are engaged

**Go live**
- Deploy onsite equipment
- Perform device upgrades and reconfigurations
- Port the telephone numbers
- Perform test plan to validate configuration
- Customer confirms project is complete
- Transition to long-term support

**Solution design phase**
- Discuss data gathering workbook for feature gaps
- Workshop to finalize feature configuration
- Network requirements per location
- Develop test plan

**Implementation phase**
- Provision order
- Gain admin access to Control Hub or console
- Configure cloud calling services
- Receive port confirmation
- Confirm test phone to validate network configuration

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# Webex Calling for Government

A modern FedRAMP authorized calling solution

Launch partners for Webex Calling for FedRAMP

- Enterprise-grade calling features
- Easy-to-use and secure
- Centralized management and administration
- Multiple deployment options
- Flexible migration to cloud

cbts

CDW·G

Red River

World Wide Technology

PRESIDIO®

BlueAlly

IRON BOW TECHNOLOGIES

# Summary
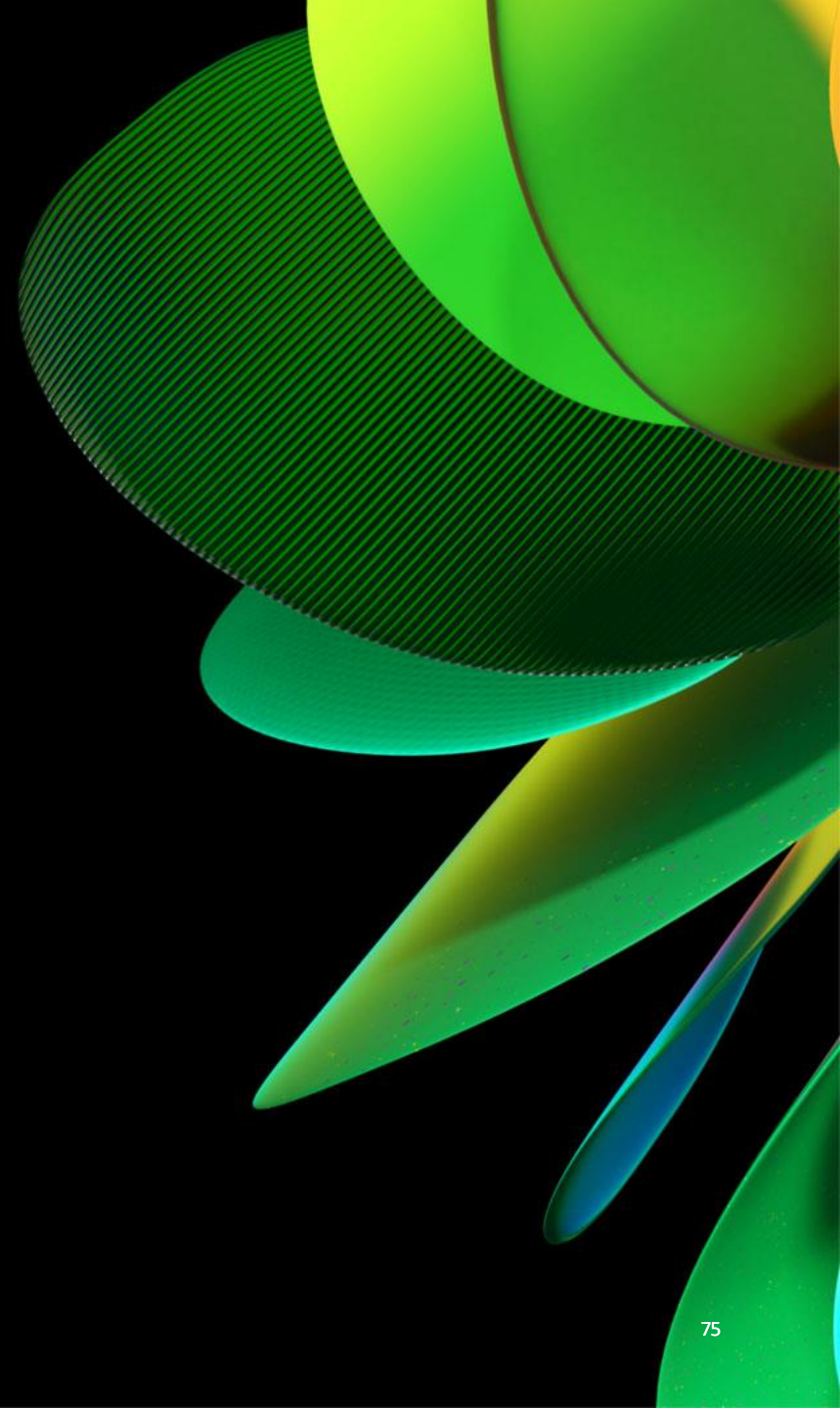
# Benefits of Webex Calling

## Enterprise-grade

Secure, enterprise-grade cloud calling from a trusted brand

## Complete collaboration

Offers a more intelligent collaboration experience

## Increased productivity

Enables a more responsive, agile organization

## Centralized administration

Management without the complexity

## Flexible migration options

Migrate to the cloud over time

## Multiple deployment options

Multi-tenant and dedicated instance

Webex and integrated devices make calling and collaboration simple, productive, and inclusive of everyone.

CISCO

# Global availability
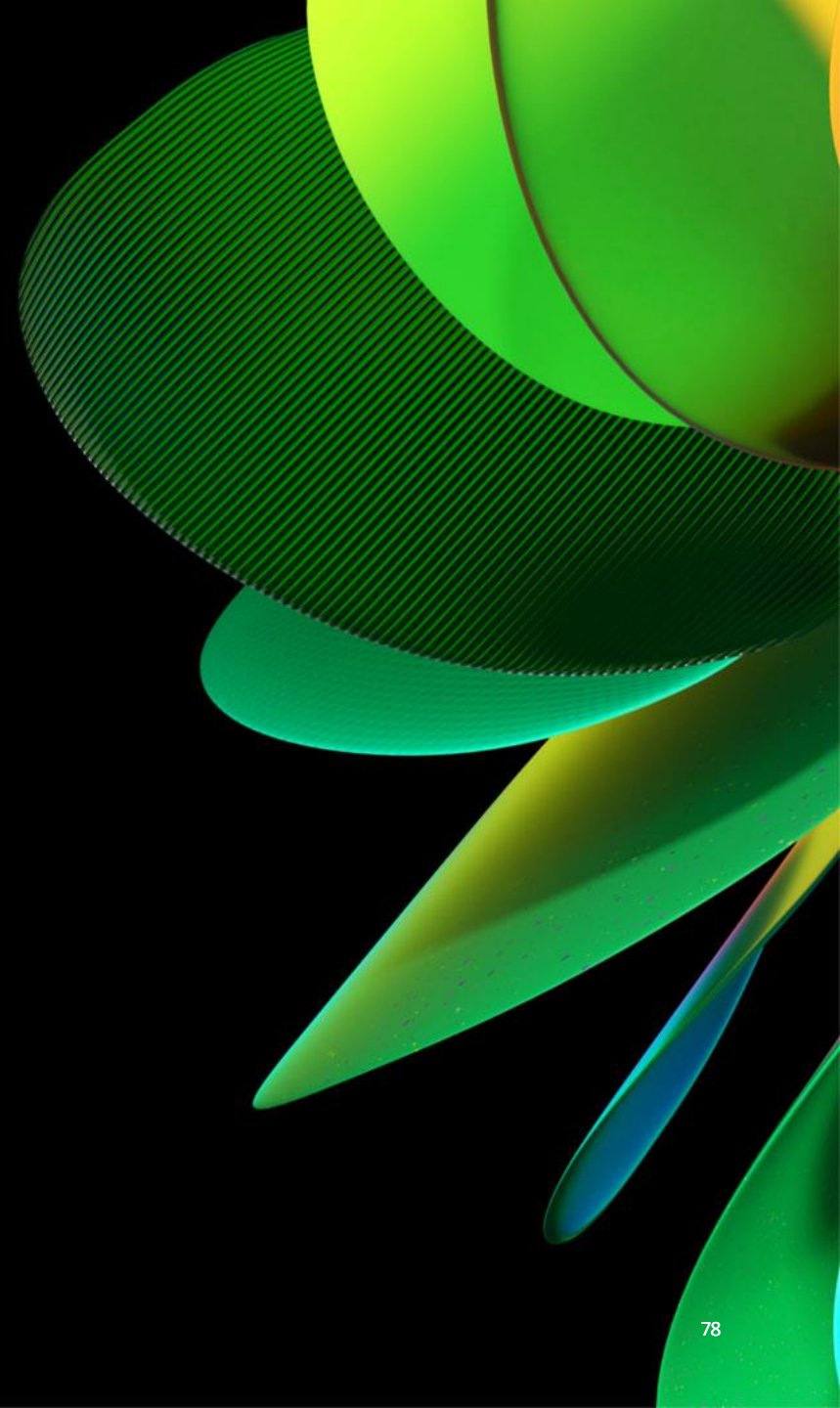
# Webex Calling global footprint

**Global platform offers services to multinational customers from a single region**

- Global backbone purposely designed for audio and video transport
- Low loss 100+ Gigabit interconnectivity with multiple redundant paths

Amsterdam

Toronto

Vancouver

Chicago

London
New: Manchester

San Jose

Frankfurt

Seoul

New: UAE

Tokyo

New York

Osaka

Dallas

Coming Soon:
Saudi Arabia

Mumbai

Brazil

Singapore

Data Center

Media PoP

South Africa

Sydney

Learn more: Global availability overview

Melbourne

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# Webex Calling multi-tenant availability

| Sell In countries | | | | | Branch office only countries | Embargo countries |
|---|---|---|---|---|---|---|
| Partner can sell <u>and</u> deploy here | | | | | Deploy only | Total Ban |
| • Albania<br>• Algeria<br>• Afghanistan<br>• American Samoa<br>• Angola<br>• Anguilla<br>• Antigua & Barbuda<br>• Argentina<br>• Armenia<br>• Aruba<br>• Australia<br>• Austria<br>• Azerbaijan<br>• Bahamas<br>• Bahrain<br>• Bangladesh<br>• Barbados<br>• Belgium<br>• Benin<br>• Bermuda<br>• Bhutan<br>• Bolivia<br>• Bosnia & Herzegovina<br>• Botswana<br>• Brazil | • British Virgin Islands<br>• Bulgaria<br>• Cambodia<br>• Cameroon<br>• Canada<br>• Cape Verde<br>• Cayman Islands<br>• Chile<br>• Colombia<br>• Costa Rica<br>• Cote d'Ivoire<br>• Croatia<br>• Curacao<br>• Cyprus<br>• Czech Rep.<br>• Denmark<br>• Djibouti<br>• Dominica<br>• Dominican Republic<br>• Ecuador<br>• Egypt<br>• El Salvador<br>• Estonia<br>• Ethiopia<br>• France | • French Guiana<br>• Fiji<br>• Finland<br>• Gabon<br>• Gambia<br>• Georgia<br>• Germany<br>• Ghana<br>• Greece<br>• Grenada<br>• Guadeloupe<br>• Guam<br>• Guatemala<br>• Guinea<br>• Guyana<br>• Haiti<br>• Honduras<br>• Hong Kong<br>• Hungary<br>• Iceland<br>• India*<br>• Indonesia<br>• Ireland<br>• Iraq<br>• Israel | • Italy<br>• Jamaica<br>• Japan<br>• Jordan<br>• Kazakhstan<br>• Kenya<br>• Kosovo<br>• Kuwait<br>• Kyrgyzstan<br>• Laos<br>• Latvia<br>• Lebanon<br>• Lesotho<br>• Liberia<br>• Liechtenstein<br>• Lithuania<br>• Luxembourg<br>• Madagascar<br>• Malawi<br>• Malaysia<br>• Mali<br>• Malta<br>• Martinique<br>• Mauritania<br>• Mauritius | • Mayotte<br>• Mexico<br>• Moldova<br>• Monaco<br>• Mongolia<br>• Montenegro<br>• Montserrat<br>• Morocco<br>• Mozambique<br>• Myanmar<br>• Nepal<br>• Netherlands<br>• New Zealand<br>• Nicaragua<br>• Nigeria<br>• Northern Mariana Islands<br>• Norway<br>• Oman<br>• Pakistan<br>• Panama<br>• Papua New Guinea<br>• Paraguay<br>• Peru<br>• Philippines<br>• Poland | • China*<br>• Macau | • Crimea<br>• Cuba<br>• Iran<br>• North Korea<br>• Syria<br>• Russia (2023) |

# Webex Calling multi-tenant availability

| Sell In countries | | | | | Branch office only countries | Embargo countries |
|---|---|---|---|---|---|---|
| Partner can sell <u>and</u> deploy here | | | | | Deploy only | Total Ban |
| • Portugal<br>• Puerto Rico<br>• Qatar<br>• Republic of the Congo<br>• Republic of North Macedonia<br>• Reunion<br>• Romania<br>• Rwanda<br>• Saint Kitts & Nevis<br>• Saint Lucia<br>• Saint Pierre & Miquelon<br>• Saint Vincent & the Grenadines<br>• Saudi Arabia<br>• Senegal<br>• Serbia<br>• Sierra Leone<br>• Singapore<br>• Sint Maarten | • Slovakia<br>• Slovenia<br>• Solomon Islands<br>• South Africa<br>• South Korea<br>• South Sudan<br>• Spain<br>• Sri Lanka<br>• Sudan<br>• Sweden<br>• Switzerland<br>• Taiwan<br>• Tajikistan<br>• Tanzania<br>• Thailand<br>• Timor-Leste<br>• Togo<br>• Trinidad & Tobago<br>• Turkmenistan<br>• Tunisia | • Türkiye (Turkey)<br>• Turks & Caicos Islands<br>• Uganda<br>• Ukraine<br>• UAE<br>• United Kingdom<br>• United States<br>• Uruguay<br>• US Virgin Islands<br>• Uzbekistan<br>• Vanuatu<br>• Vietnam<br>• Zambia<br>• Zimbabwe | | | | |

# Webex Calling Dedicated Instance availability

| Sell In countries | | | | | Branch office only countries | Embargo countries |
|---|---|---|---|---|---|---|
| Partner can sell <u>and</u> deploy here | | | | | Deploy only | Total Ban |
| • Portugal<br>• Puerto Rico<br>• Qatar<br>• Republic of the Congo<br>• Republic of North Macedonia<br>• Reunion<br>• Romania<br>• Rwanda<br>• Saint Kitts & Nevis<br>• Saint Lucia<br>• Saint Pierre & Miquelon<br>• Saint Vincent & the Grenadines<br>• Saudi Arabia<br>• Senegal<br>• Serbia<br>• Sierra Leone<br>• Singapore<br>• Sint Maarten | • Slovakia<br>• Slovenia<br>• Solomon Islands<br>• South Africa<br>• South Korea<br>• South Sudan<br>• Spain<br>• Sri Lanka<br>• Sudan<br>• Sweden<br>• Switzerland<br>• Taiwan<br>• Tajikistan<br>• Tanzania<br>• Thailand<br>• Timor-Leste<br>• Togo<br>• Trinidad & Tobago<br>• Turkmenistan<br>• Tunisia | • Türkiye (Turkey)<br>• Turks & Caicos Islands<br>• Uganda<br>• Ukraine<br>• UAE<br>• United Kingdom<br>• United States<br>• Uruguay<br>• US Virgin Islands<br>• Uzbekistan<br>• Vanuatu<br>• Vietnam<br>• Zambia<br>• Zimbabwe | | | | |

# Selecting Webex Customer Experience Features
## Agent features

✅ Available at launch  🟡 Roadmap

| Agent experience | Webex Calling Professional License | Customer Experience Essentials | Webex Contact Center |
|---|:---:|:---:|:---:|
| | Webex App / Multi call window | Webex App / Multi call window | Webex Contact Center App |
| Queue selection / state management | ✅ | ✅ | ✅ |
| Inbound & outbound voice | ✅ | ✅ | ✅ |
| Audio Intelligence noise removal | ✅ | ✅ | ✅ |
| HD Voice external caller noise removal | ✅ | ✅ | ✅ |
| Call recording (on demand, auto, 3rd party) | ✅ | ✅ | ✅ |
| Real time queue analytics | | ✅ | ✅ |
| Wrap-up workflow | | 🟡 | ✅ |
| Customer Journey Data Widget | | | ✅ |
| Customizable layout | | | ✅ |
| Cisco AI Assistant | 🟡 | 🟡 | 🟡 |
| **Outbound** | | | ✅ |
| Preview/Progressive/Predictive dialing | | | ✅ |
| Campaign management | | | ✅ Add-on |

# Selecting Webex Customer Experience Features
## Agent features

Available at launch ✅    Roadmap 🟡

| | Webex Calling Professional License | Customer Experience Essentials | Webex Contact Center |
|---|:---:|:---:|:---:|
| **Integrations** | | | |
| Microsoft Teams app integration | ✅ | ✅ | ✅ |
| URL screen pop | | ✅ | ✅ |
| CRM connector | | | ✅ |
| **Channels** | | | |
| Voice | ✅ | ✅ | ✅ |
| Digital | | | ✅ |

# Selecting Webex Customer Experience Features
## Supervisor features

| | Webex Calling Professional License | Customer Experience Essentials | Webex Contact Center |
|---|---|---|---|
| **Supervisor experience** | | Webex App | Webex Contact Center App |
| Visual agent monitoring | | ✅ | ✅ |
| Agent state control | | ✅ | ✅ |
| Barge, monitor, whisper | | ✅ Barge, whisper now GA | ✅ |
| Real time analytics | | ✅ | ✅ |
| Historical analytics | | ✅ | ✅ |
| Basic reporting | | 🟡 | ✅ |
| Advanced reporting & analytics | | | ✅ |
| Supervisor alerts | | | ✅ |

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# Selecting Webex Customer Experience Features
## Administration and routing

Available at launch ✅
Roadmap ✅

| | Webex Calling Professional License | Customer Experience Essentials | Webex Contact Center |
|---|:---:|:---:|:---:|
| **Telephony / PBX** | Webex Calling | Webex Calling | Webex Calling or 3$^{rd}$ Party |
| **Routing** | | | |
| Standard routing and queuing | ✅ | ✅ | ✅ |
| Automatic call distribution | ✅ | ✅ | ✅ |
| Skills-based routing | ✅ | ✅ | ✅ |
| Touch-tone IVR | ✅ | ✅ | ✅ |
| Data-directed routing | | | ✅ |
| **Customer journey data** | | | |
| Real time customer journey tracking | | | ✅ |

# Selecting Webex Customer Experience Features
## Add-ons

Available at launch ✓

Roadmap ✓

| | Webex Calling Professional License | Customer Experience Essentials | Webex Contact Center |
|---|:---:|:---:|:---:|
| **Workforce optimization** | | | |
| Call recording and analysis | | 3rd Party Partners | ✓ |
| Quality management | | | ✓ |
| Workforce management | | | ✓ |
| **Integrations** | | | |
| Virtual Agent | | | ✓ |
| Google CCAI | | | ✓ |
| Post Interaction Survey | | | ✓ |
| **Artificial Intelligence** | | | |
| Advanced AI (Agent Answers, burnout…) | | | ✓ |
| **PSTN** | | | |
| Local Gateway | ✓ | ✓ | ✓ |
| Cloud Connect for Webex Calling | ✓ | ✓ | ✓ |
| Cisco Calling Plans | ✓ | ✓ | ✓ |
| Service number | ✓ | ✓ | ✓ |

# Site Survivability endpoint support

| Type | Model | Launch | Roadmap |
|---|---|---|---|
| Desk Phones | 6821, 6821, 6841, 6851, 6861, 6861 Wi-Fi, 6871 | ✓ | |
| | 7811, 7821, 7841, 7861 | ✓ | |
| | 8811, 8841, 8851, 8861 | ✓ | |
| | 8845, 8865 | ✓ | |
| | 8875 | | ✓ |
| Conference Phones | 7832, 8832 | | ✓ |
| Wireless Phones | 840, 860 | | ✓ |
| ATA | ATA 191, ATA 192 | | ✓ |
| VG400 | VG400, VG420 | | ✓ |
| DECT | DECT 6800 Series | | ✓ |
| Room OS Devices | Webex Calling Registered devices | | ✓ |
| Webex App | Windows, Mac | ✓ | |
| | iOS, Android | | ✓ |
| Third Party Devices | Various | | ✓ |

# Site Survivability IOS XE platform support

| Model | Max Registrations |
|---|---|
| Integrated Services Router 4321 | 50 |
| Integrated Services Router 4331 | 100 |
| Integrated Services Router 4351 | 700 |
| Integrated Services Router 4431 | 1200 |
| Integrated Services Router 4451-X | 2000 |
| Integrated Services Router 4461 | 2000 |
| Catalyst Edge 8200L-1N-4T | 1500 |
| Catalyst Edge 8200-1N-4T | 2500 |
| Catalyst Edge 8300-1N1S-6T | 2500 |
| Catalyst Edge 8300-2N2S-6T | 2500 |
| Catalyst Edge 8300-1N1S-4T2X | 2500 |
| Catalyst Edge 8300-2N2S-4T2X | 2500 |
| Catalyst Edge 8000V Software – Small Configuration | 500 |
| Catalyst Edge 8000V Software – Medium Configuration | 1000 |
| Catalyst Edge 8000V Software – Large Configuration | 2000 |

# Integrations and partnerships
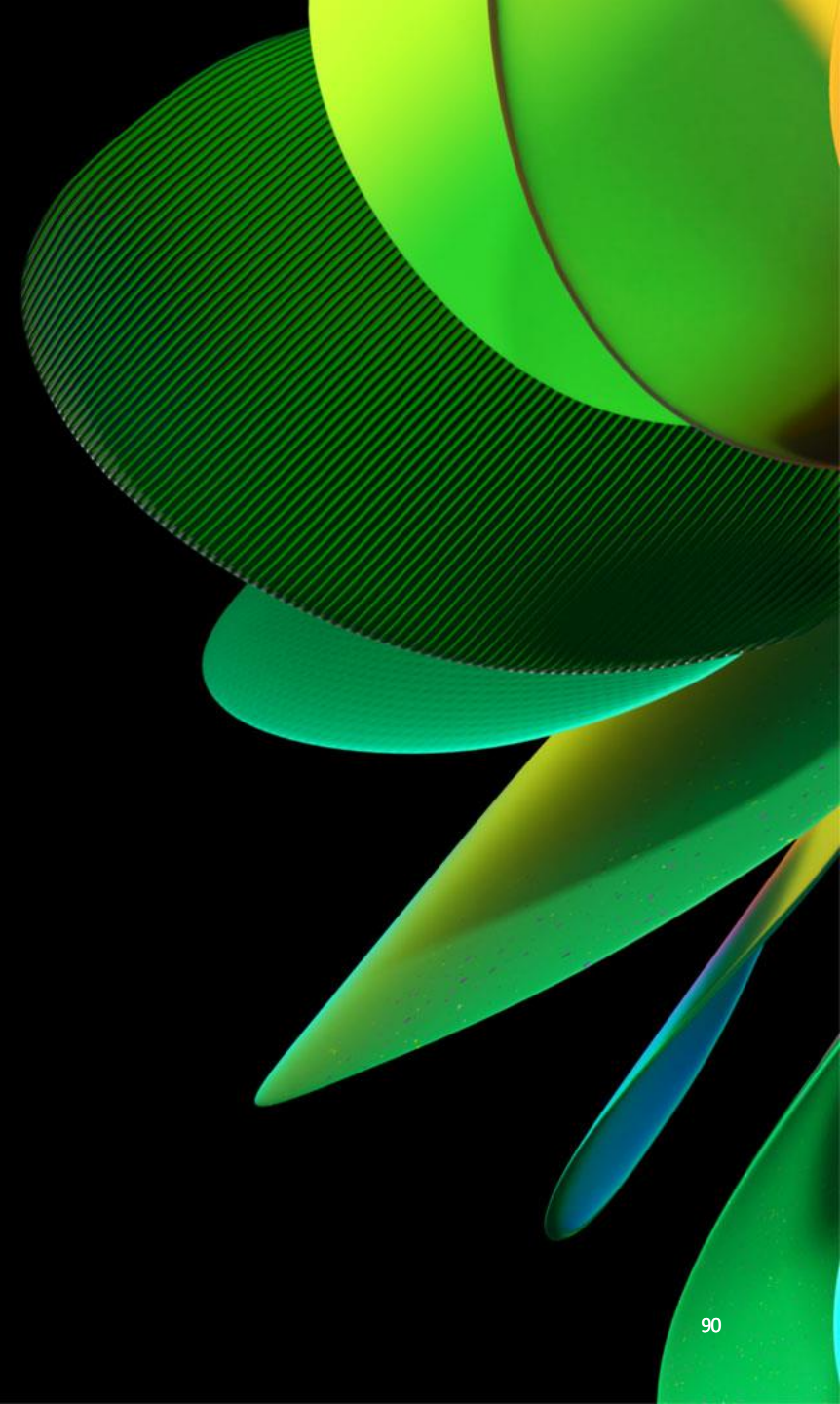
# Webex Calling for Chrome
## Enterprise cloud calling within the Chrome browser

User presence

Directory search

Live call window

One-click launch from toolbar

- Contacts
- Call history
- Voicemail

Dial by:
- Phone number
- Extension
- Directory search
- Click number in any webpage
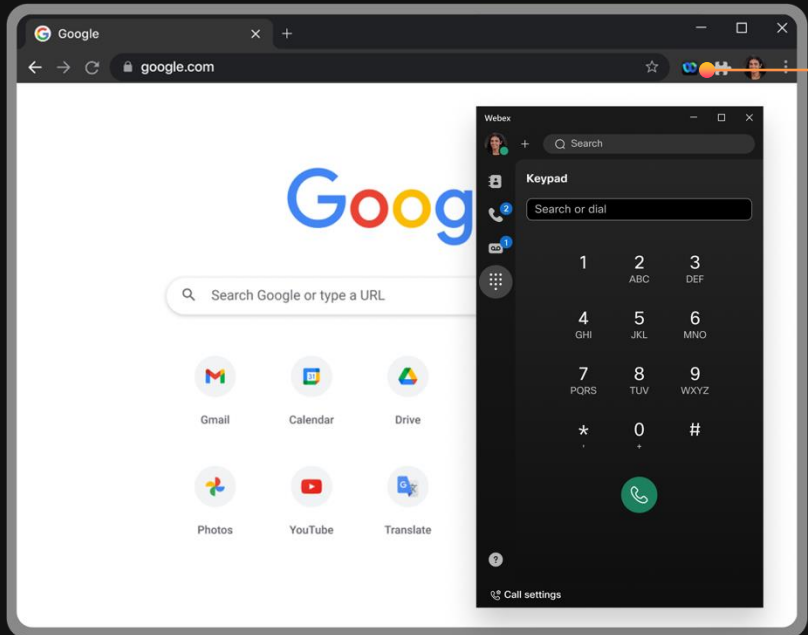
Floating Webex Calling softphone extension

Learn more: At-a-glance | Demo video
Download: Chrome Web Store
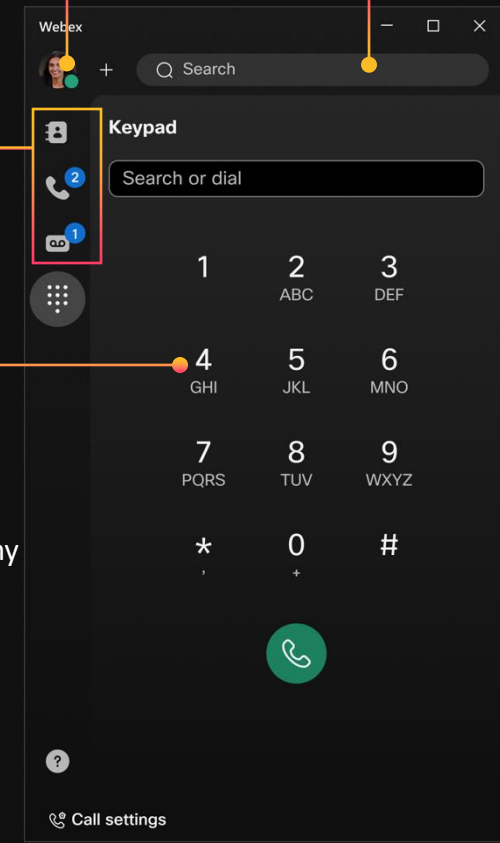
Dialpad
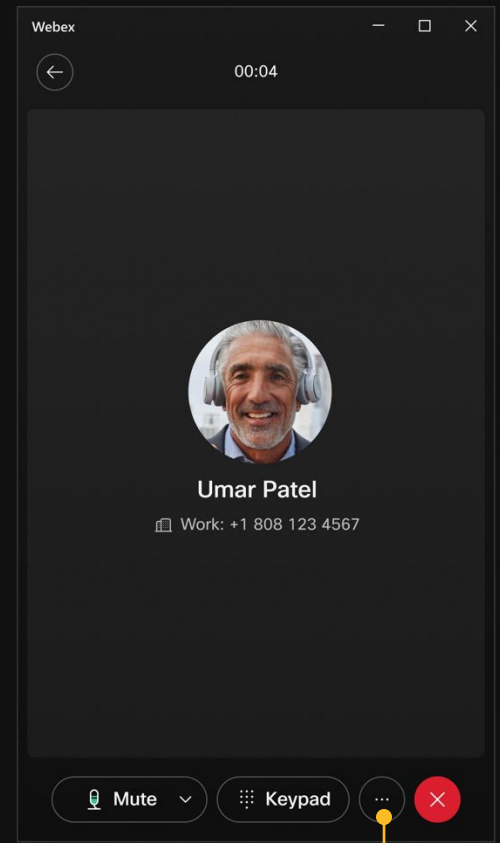
Mid-call controls
- Hold
- Transfer
- Conference

webex

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# Webex Calling partner ecosystem

apphub.webex.com

| PSTN | Call Recording | Frontline / emergency | Management Apps | Call Analytics / Billing Apps |
|------|---------------|----------------------|-----------------|------------------------------|
| AT&T Business | ASC | INTRADO | ir | ISI |
| bandwidth | callcabinet | RedSky AN EVERBRIDGE COMPANY | tuki by Correnet | MICROCALL |
| NTT | dubber | singlewire software | kurmi | moyobi |
| | eleveo | | | Variphy |
| | imagicle ZUCCHETTI | | | |

# Webex Calling + *dubber*

## Convenience call recording with Dubber Go

- Included for free with Webex Calling license (multi-tenant, Dedicated Instance, and UCM Cloud)

- Built into Webex Calling platform

- Unlimited call recordings available

- Recordings are retained for 30 days for download or replay

- Provisioning managed through Control Hub*

- Settings include:

  - Always on

  - Always on with pause and resume

  - Ability to record on demand

  - Ability to play announcements when recording is started, paused, resumed or stopped

- Immediate access to recordings

Learn more: Overview
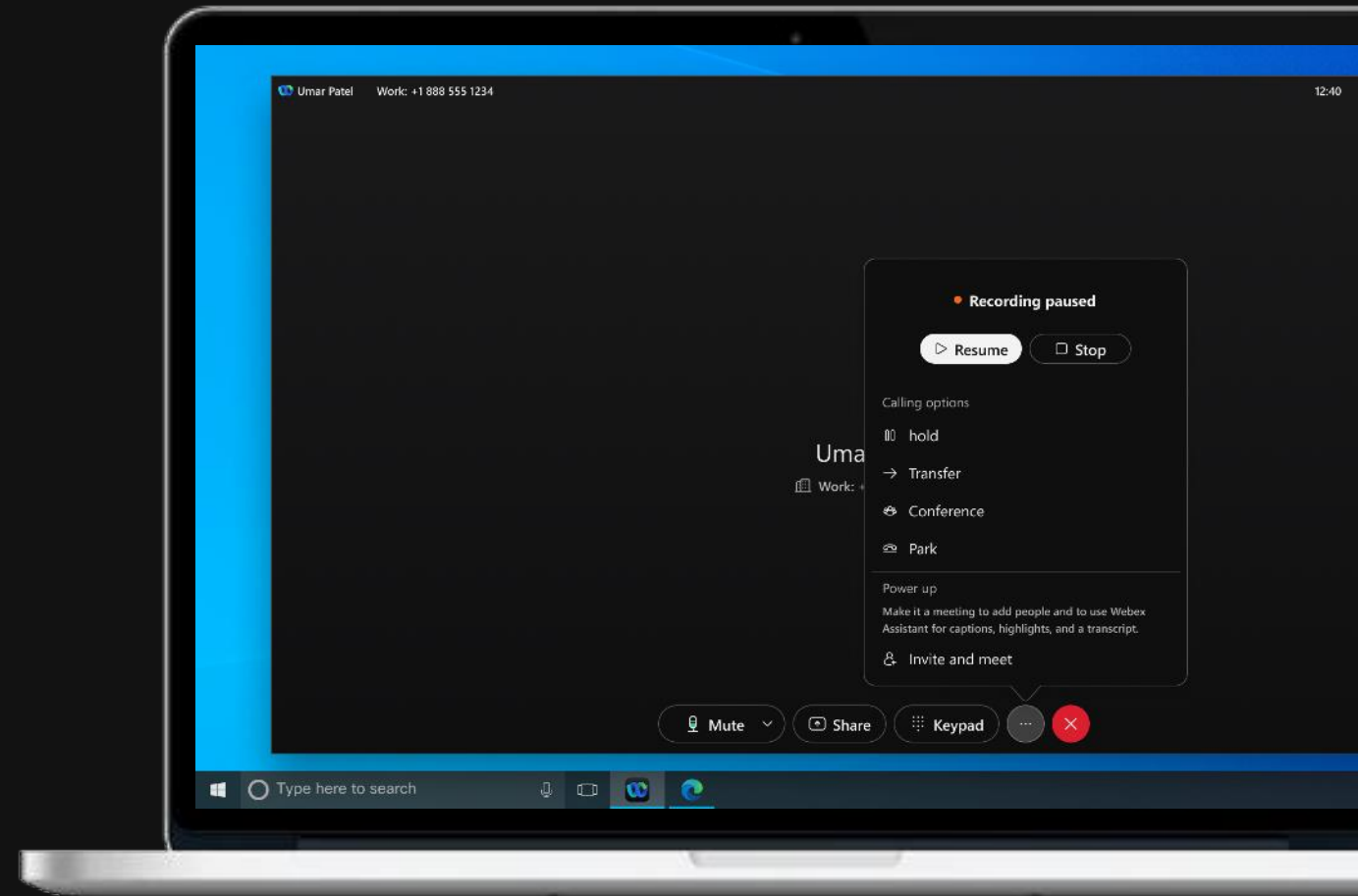
# Webex Calling +



AI-Driven Conversation Analytics to drive business success

Omnichannel analysis for real-time actionable insights

Intuitive data interaction with generative chat feature

Navigate detailed customer journeys

Customizable business intelligence dashboards

Visit CallCabinet to learn more

# Webex Calling + imagicle®

## Imagicle UC Cloud Suite

- Includes Attendant Console, Digital Fax, Call Recording for Webex Calling
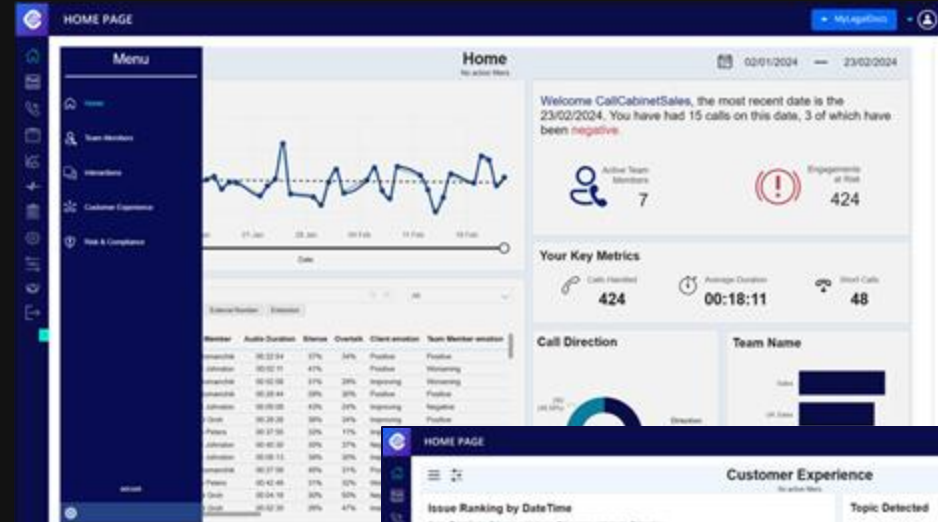- Supports cloud, on-prem, and hybrid environments seamlessly
- Supports mixed calling platforms (Webex Calling DI/MT, UCM/BE, HCS, BroadWorks)
- Available on Cisco GPL S+
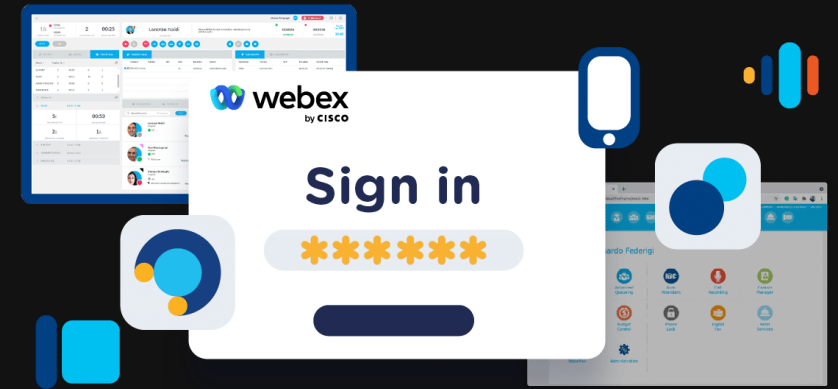


## Imagicle Attendant Console for Webex Calling

- Advanced queuing
- Auto attendant
- Works with any Cisco Calling solution

Learn more: Imagicle website | App Hub

## Imagicle Digital Fax for Webex Calling

- 100% cloud-based digital fax solution
- Supports any Cisco PSTN option
- Faxes accessible in Webex App

## Imagicle Call Recording for Webex Calling

- Compliant call recording + transcription, sentiment analysis
- Unlimited storage in Imagicle Cloud
- Recordings accessible in Webex App

# Webex + ZELLO

## Enterprise grade calling + Industry-leading push-to-talk (PTT)

### Zello Push-to-talk

- Secure, immediate, reliable communication on your mobile phone or PC
- 1:1 | Team channels | Broadcast and dispatch
  - Live voice
  - Message replay
  - Offline recording
  - Photo, location, text sharing
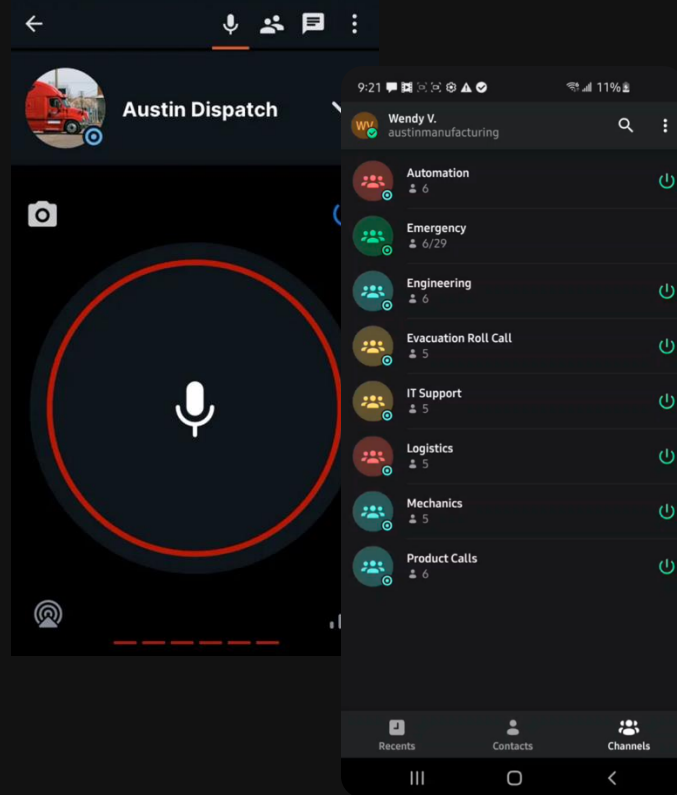- Worldwide availability over any WiFi or data network
- Easy login with Webex SSO
- Management through Zello console

Learn more: Zello website | App Hub



### Use Cases

**Transportation / Dispatch**
- Immediate communication with drivers
- Panic button with location for emergency alerts
- Live location tracking

**Retail**
- Improved customer service with live communication between team members
- Send/receive voice, images, text

**Hospitality**
- Quickly connect with team members to solve issues
- Emergency alerts send audio and location of staff

**Healthcare**
- Quickly find employees in large facilities
- Centralized and fast communication from front desk
- Emergency alerts

**Construction**
- One touch communication – ideal for gloved hands
- Connected teams, or cross silos
- Emergency alerts

**Self service**
- Zello Kiosk enables customers to reach staff instantly

# Webex device partnerships

**Coming Soon**

**Now Available**

**Mac**
Webex Suite

**iPhone**
Webex Suite,
Webex Go

**Apple Watch**
Webex Suite
Webex Go
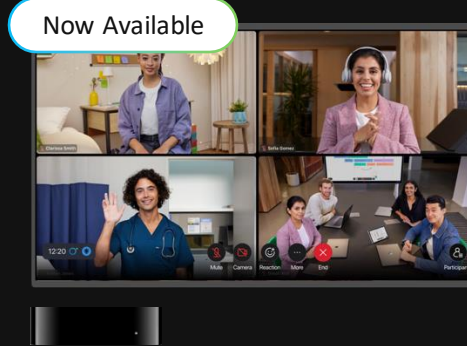
**Apple TV**
Webex Suite

**Apple Vision Pro**
Webex Meetings

**iPad**
Webex Suite

**Apple CarPlay**
Webex Suite, Webex Go

## Apple + Webex experience

- Once source for Hardware + OS optimized + Silicon
- Cisco Secure Client zero-trust app for iPhone, iPad, and Mac
- Cisco Fastlane + AP registration for iOS and macOS
- Strong platform-level App Developer support
- Timely OS patches and updates
- iMessage + RCS (coming in 2024)
- Fewer pre-installed Mobile Operator partner apps
- Apple stores/in-Store Genius Bar user support

# Webex device partnerships

**SAMSUNG**
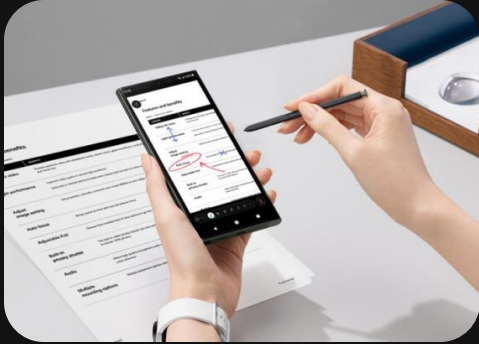

**Samsung Galaxy phones**
Webex Suite, Webex Go


**Samsung Galaxy Tablet**
Webex Suite


**Samsung Galaxy Fold**
Webex Suite, Webex Go


**Samsung Wearables**
Webex Go

## Complete collaboration experience

- Multitasking with multiple active windows on large (foldable) screens
- High resolution cameras
- Long device battery life

## Choice and flexibility

- Large App ecosystem
- Wide range of phone, tablet and wearable devices and prices

## Secure

- OS-level business and personal data partitions
- Knox layered security

Learn more: Blog | Demo video

# Webex open platform ecosystem

**510,000+**
DevNet members

**100M**
Devices shipped

**22,500+**
Active developers

**>5,000**
Partners worldwide

**70,000+**
Webex ambassadors

**>88,000**
Integrations

**18 years**
of Webex Rooms xAPI development

## Open and interoperable

Integrations and bots | API/SDK | Workflow connectors | Custom full development

Learn more: Webex App Hub

# Webex Calling APIs

**Simple platform advantage with APIs and bulk management tools**

- Provisioning APIs such as license assignment, user configuration, hunt groups, call queues and many more
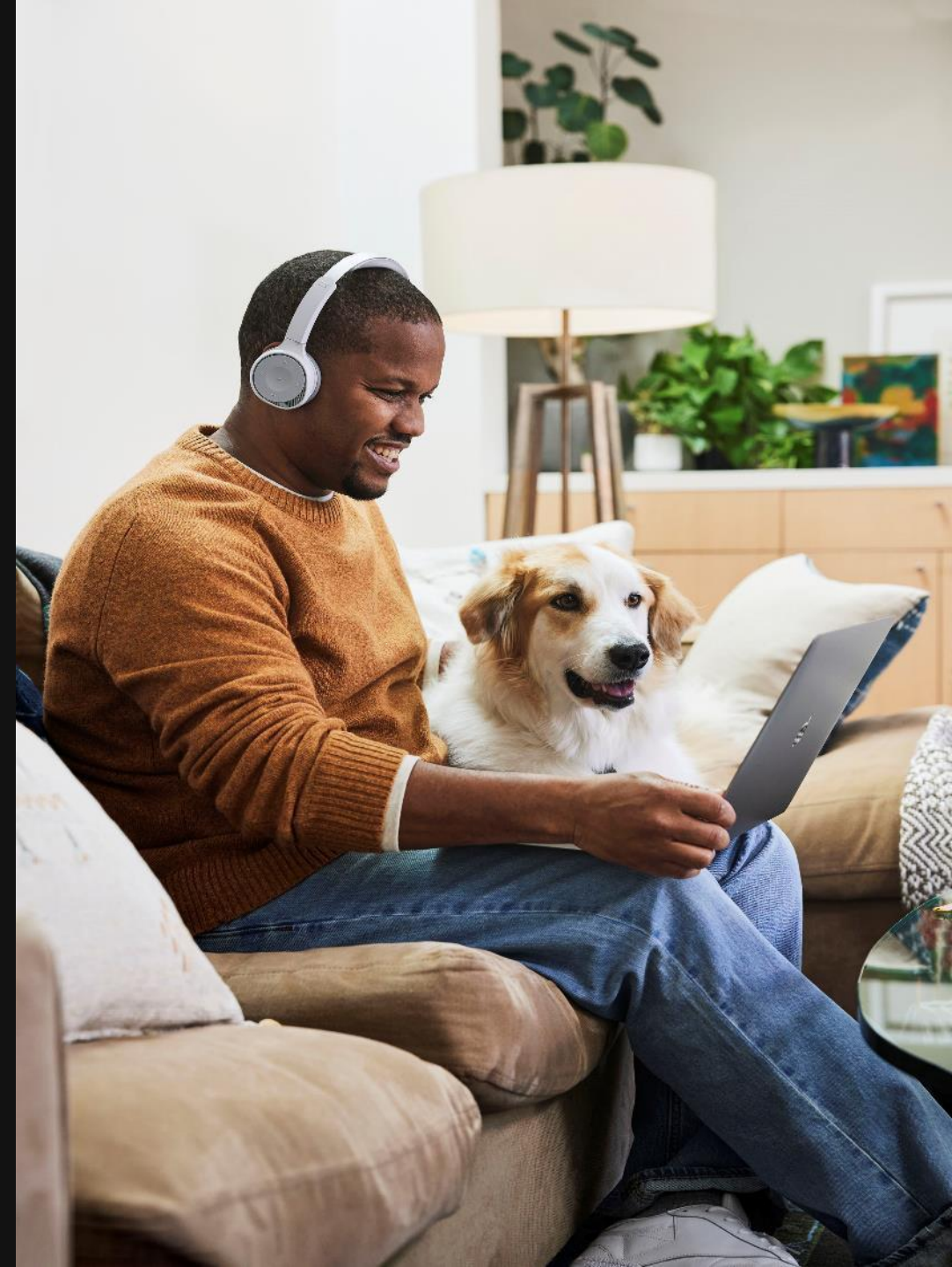
**Seamless collaboration service management**

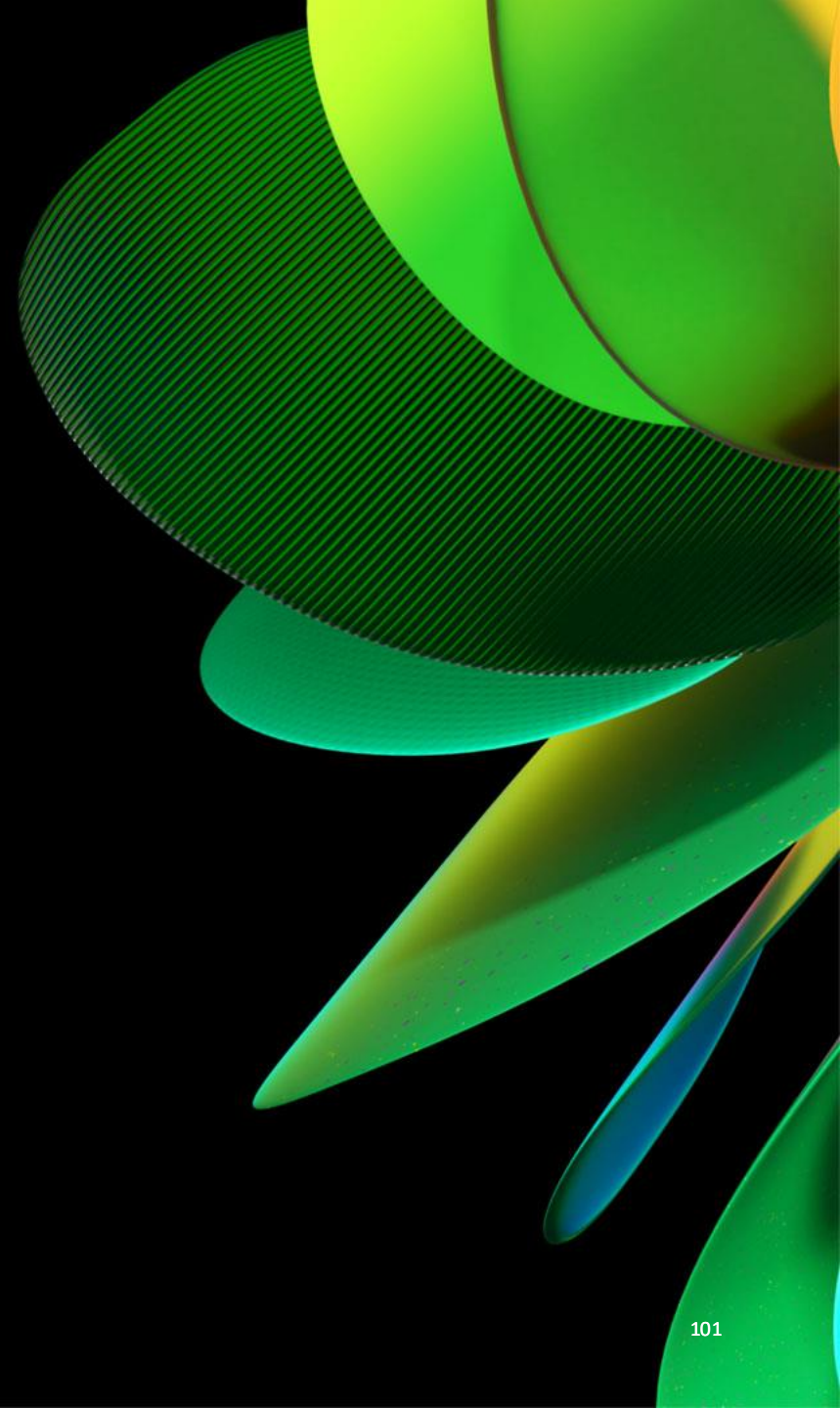- Call controls APIs such as call pickup, mute transfer, and call park

**3rd party integrations and powerful ecosystem**

Learn more: <u>Webex for Developers</u>

# Industry analyst data

# Gartner 2024 UCaaS Magic Quadrant Leader

- Cisco was recognized as a leader for the sixth consecutive year

- Cisco's position on the Ability to Execute axis improved significantly

We believe these three areas are core to our continued acknowledgement:

- Our significant AI investments across the entire UCaaS portfolio are a testament to our commitment to innovation.

- Introducing the latest generation of hardware endpoints. The 9800 series desk phones, headsets, cameras, meeting room kits, and collaboration boards.

- The breadth of our offerings exceeds our UCaaS competitors. Our unified communications capabilities include back-end calling, messaging, meetings, contact center, CPaaS, observability services, hardware endpoints, room meeting systems, and gateways.

- Access Internal-only Field Advisory here



CHALLENGERS | LEADERS

Microsoft
Cisco
RingCentral
Zoom
8x8
Google
GoTo
Vonage
Dialpad
Sangoma
Wildix

NICHE PLAYERS | VISIONARIES

ABILITY TO EXECUTE

COMPLETENESS OF VISION

As of September 2024    © Gartner, Inc

Gartner

Gartner, Magic Quadrant for Communications Platform as a Service, Lisa Unden-Farboud, Ajit Patankar, Pankil Sheth, Brian Doherty, 24 June 2024

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# Aragon names Webex an industry leader for unified communications and collaboration.[1]



The Aragon Research Globe™ for Unified Communications and Collaboration, 2022 (As of 9/20/22)

1. The Aragon Research Globe for Unified Communications and Collaboration. 2022, September 2022.
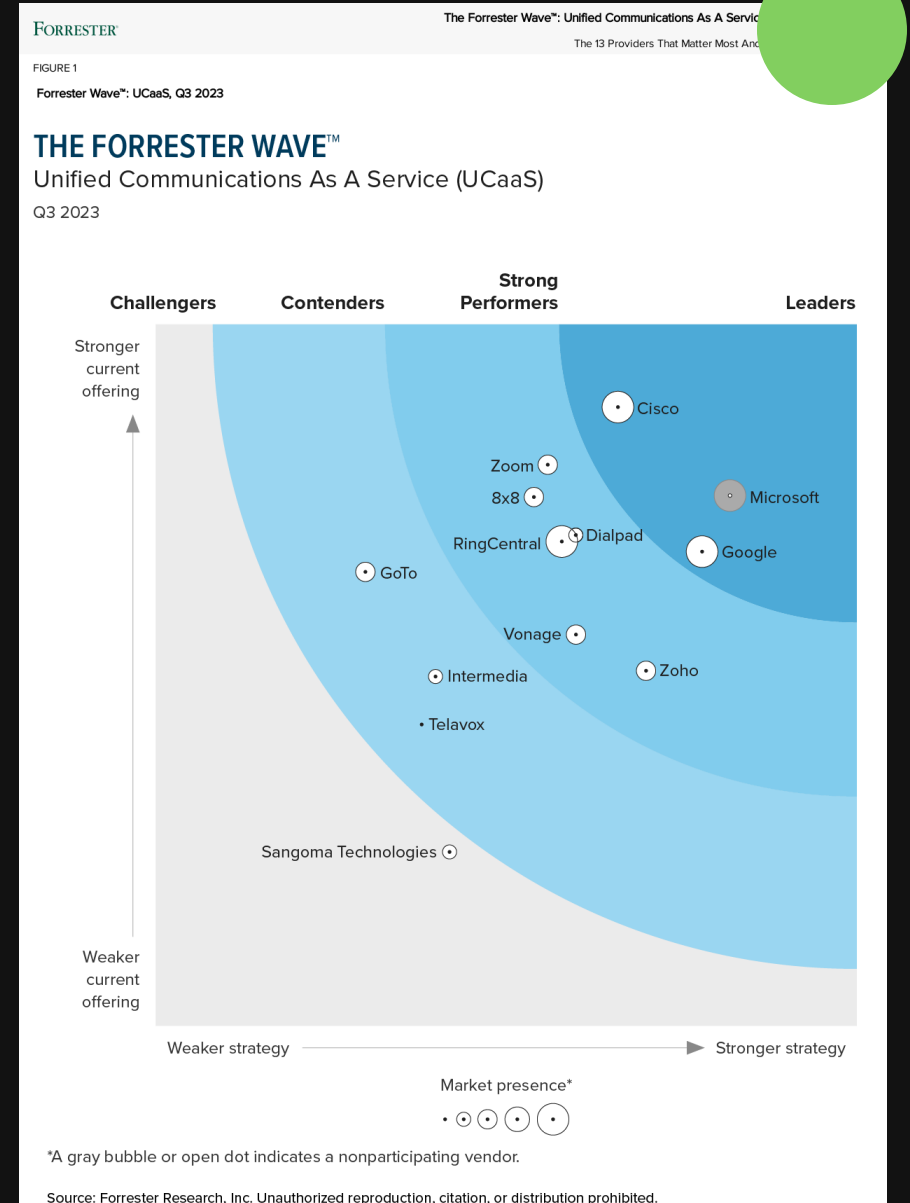
# Forrester names Webex a Leader for unified communications and collaboration as a service (UCaaS).[1]

"Cisco provides enterprise UCaaS that emphasizes secure real-time communication. Webex by Cisco is an extensive communications solution that has been in the UCaaS market for decades. Cisco is now investing heavily into making the solution both more extensible as well as AI-enabled. The results of these investments are already appearing in features like NLU, AI notes, and an open hardware ecosystem."[1]

[Learn more]

1. The Forrester Wave™: Unified Communications As A Service (UCaaS), Q3 2023. Inc.

FORRESTER®

The Forrester Wave™: Unified Communications As A Service
The 13 Providers That Matter Most And

FIGURE 1
Forrester Wave™: UCaaS, Q3 2023

THE FORRESTER WAVE™
Unified Communications As A Service (UCaaS)
Q3 2023

*A gray bubble or open dot indicates a nonparticipating vendor.

Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

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# How to buy
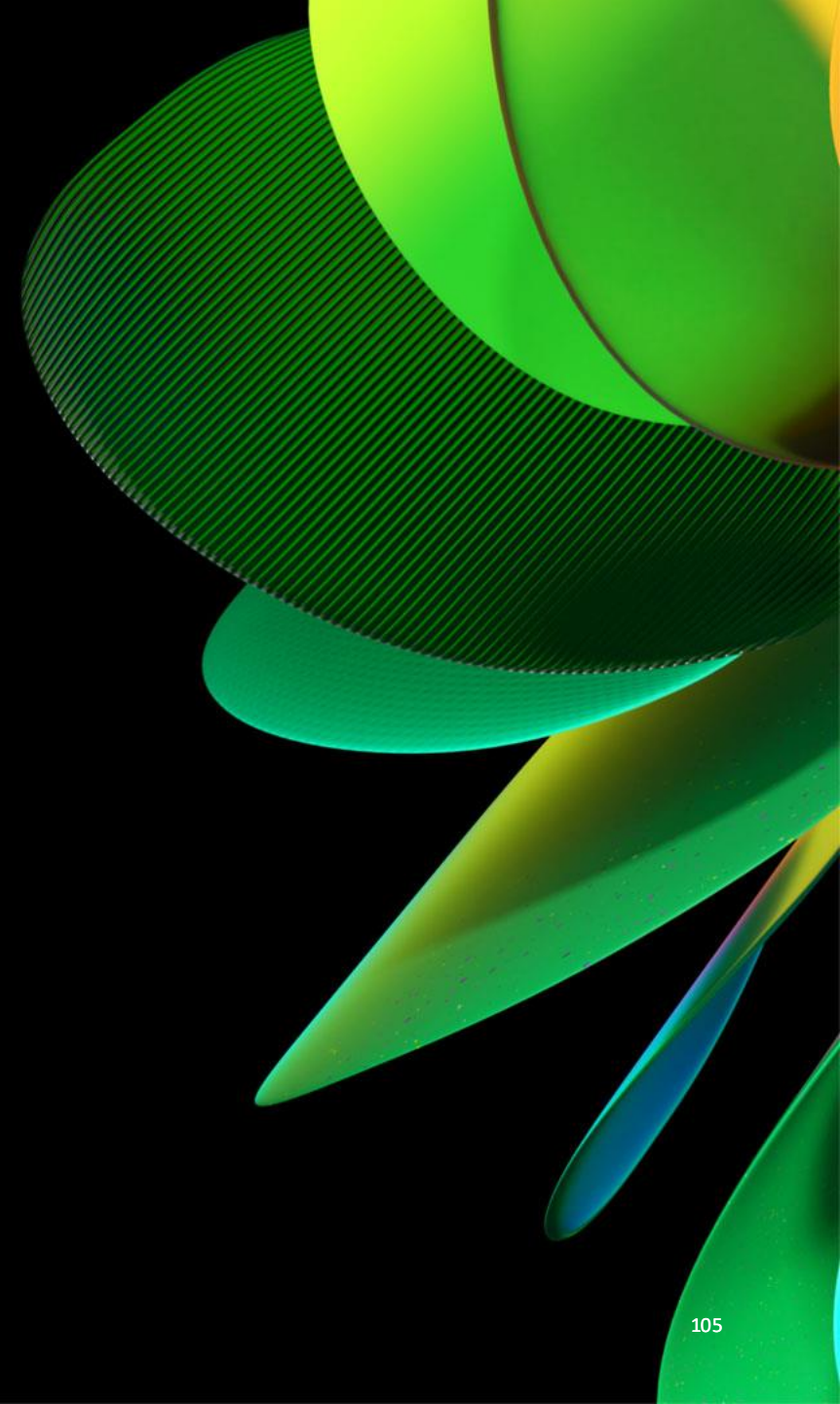
Calling

Meetings

Messaging

Polling

AI Assistant

Vidcast

Whiteboarding

Webinars

Events
Webex Suite EA only

Customer Experience Basic

*Not available in Webex Suite Essentials offers*

# Webex Suite

The best-of-breed Suite for Hybrid Work

Exceptional portfolio value

World-class user experience

Integrated AI

*Cisco suggested resell price of $11.95 USD is based on a 3-year Enterprise Agreement (EA) commitment.

# Webex Professional vs Standard Calling

## Different options with Webex Calling

| | Professional | Standard |
|---|---|---|
| Buying models | Named User or Enterprise Agreement | Named User or Enterprise Agreement |
| Inbound & Outbound Calling | ✓ | ✓ |
| Devices | 5 Devices | 1 Device* |
| Emergency Services | ✓ | ✓ |
| Voicemail | ✓ | ✓ |
| Call Park | ✓ | ✓ |
| Hunt Groups | ✓ | ✓ |
| Cloud Call Recording | ✓ | ✓** |
| Virtual Lines | ✓ | X |
| AI Assistant for Calling | ✓ | X |
| Customer Experience Basic | ✓ | X |
| Dedicated Instance | $ | $ |
| Webex Go | $ | - |

Webex Calling Standard addresses competitive demands for a more affordable license tier tailored for calling users who need standard telephony features.

Available globally in NU and EA buying models.

See complete list of features available by license type for Webex Calling

Visit Cisco Collaboration Offers for more information on pricing

*Either hard device or soft phone
** Does not include Dubber

# Webex Suite Buying Model – 2 Tiers

| | Named User | | Enterprise Agreement | |
|---|---|---|---|---|
| | **NEW** Webex Suite Essentials NU | Webex Suite NU | **NEW** Webex Suite Essentials EA | Webex Suite EA |
| Calling | ✓ Standard Calling (Cloud) | ✓ Professional Calling (Cloud) | ✓ Standard Calling (Cloud) | ✓ Professional Calling (Cloud and On-premises) |
| Meetings | ✓ | ✓ | ✓ | ✓ |
| Webex App | ✓ | ✓ | ✓ | ✓ |
| Polling/ Slido | ✓ | ✓ | ✓ | ✓ |
| Cloud Device Registration | ✓ | ✓ | ✓ | ✓ |
| AI Assistant | ✓ | ✓ | ✓ | ✓ |
| Common Area | $ | $ | 50% | 50% |
| Cloud Meetings Storage | 1 GB | 1 GB | Unlimited | Unlimited |
| Vidcast | Basic | Basic | Basic | Premium |
| Webinars | $ | Webinars 1000 | $ | Webinars 5000 |
| Customer Experience Basic | - | ✓ | - | ✓ |
| Events | - | - | - | ✓ |

Introductory and small business experiences available online

# Cisco Calling Plans

Single offer

Competitive pricing

Automated process

Simplified trials

Starting at $3.50* per user, per month

*$3.50 to $5 per user, per month (+regulatory tax and fees), starting in the US

# Webex Device Cloud Promotion

**Webex Desk Camera**
CD-DSKCAM-C-US / CD-DSKCAM-C-WW
CD-DSKCAM-P-US / CD-DSKCAM-P-WW
**$159***
$225**

**Webex Desk Hub**
CD-DSKH-HUB-C-K9
CD-DSKH-HUB-P-K9
**$719***
$1,495**

New!
**Webex Desk Mini**
CS-DESKMINI-K9
CS-DESKMINI-C-K9
**$1,199***
$1,995**

New!
**Webex Desk**
CS-DESK-K9
CS-DESK-C-K9
**$1,499***
$2,995**

**Webex Desk Pro**
CS-DESKPRO-K9
**$2,999***
$5,495**

**Webex Room Kit Mini**
CS-KIT-MINI-K9
**$1,799***
$3,795**

**Webex Room Kit**
CS-KIT-K9
**$3,599***
$6,995**

New!
**Webex Board Pro 55**
CS-BRD55P-K9
**$9,999***
$13,995**

New!
**Webex Board Pro 75**
CS-BRD75P-K9
**$16,499***
$22,995**

**+ Wired & Wireless Headsets**

All prices subject to change
Final price may vary by partner and region

\* Recommended End Customer Promotional Price
\*\* Recommended End Customer Price (Cisco Suggested Resale Price without Promo)

Webex Enterprise Agreement or Active User customers with "Meetings" or "Meeting + Calling Pack", Webex Suite EA (cloud or premise calling) and Webex Suite NU (3-year commitment required) will be eligible for their partner discount plus a stacked incremental promo discount to get to the Webex Device Cloud Promotion savings.. Discounts offered depend on specific model and vary across regions. Promotion does not apply to optional hardware accessories (e.g., cables, mounts, microphones, etc.). For orders placed through distribution, final partner pricing is negotiated through the distributor.