webex
by CISCO

Webex Calling Site Survivability

Sometimes a network outage at a customer site prevents people at the site from connecting to their cloud service. This may not be acceptable, when that cloud service supports calling. Site Survivability for Webex Calling is designed to ensure employees at a site can make/receive calls, both internally and externally, even when they can't connect to the Webex Calling cloud.

Network issues are unpredictable and can arise at any time. Regardless of the cause, these outages almost always lead to a greater need for calling – to share details, check on status, and ensure the safety of people and property, are among the many reasons. Webex

Calling Site Survivability is an insurance policy against network outages for the site, or sites where even the unlikely event of a calling outage is unacceptable. Webex Calling Site Survivability provides the peace of mind, in knowing your site will remain connected with the outside world during emergencies and other network-impacting events.

Central to the solution is a Cisco router configured to provide fallback protection and serves as the Survivability Gateway for the solution. This Survivability Gateway can be managed, by the customer, from Control Hub.

How it works

The Webex Calling Survivability Gateway

· The Survivability Gateway is provided with a set of user account details in advance

· A connector agent connects the gateway with Control Hub, to ensure config data is always up to date

· Authentication and extension number mapping details are automatically downloaded from Control Hub, to validate device connectivity

Webex Calling Site Survivability is designed for sites being served by the multi-tenant Webex Calling service. To get additional survivability insurance for sites supported by Dedicated Instance for Webex Calling, use the classic Unified Survivable Remote Site Telephony (SRST) option. While not identical to Webex Calling Site Survivability, SRST is architecturally similar and the failover experience of the two solutions is very similar.

Control Hub   Webex Calling

Device Config

Access Network

Survivability Gateway

Webex Calling end point

Customer Site

Calling features supported in survivability mode

- Intra-site extension dialing – for supported endpoints (alternate numbers and virtual extensions not supported)

- Inbound/outbound PSTN calling – using either SIP trunk or PSTN circuit

- E911 calling – calls use the registered Emergency Location Identification Number (ELIN) for defined Emergency Response Locations (ERLs), with operator callback

- Call hold and resume, using locally managed music on hold media

- Call transfer – blind and attended

- Inbound caller ID – name and number

- Shared line appearance – for Webex App and desk phones

IOS XE Platform support at launch

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

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To learn more, reach out to your Cisco account team

or visit https://help.webex.com/en-us/article/preview/d68vi1/Site-Survivability-for-Webex-Calling

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