

July 2021

Simplified admin experience for calling

Centralized management with Control Hub

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Effortless management from anywhere

Control Hub offers a holistic view of all your Webex services, helping you manage all your users, devices and security in one place.

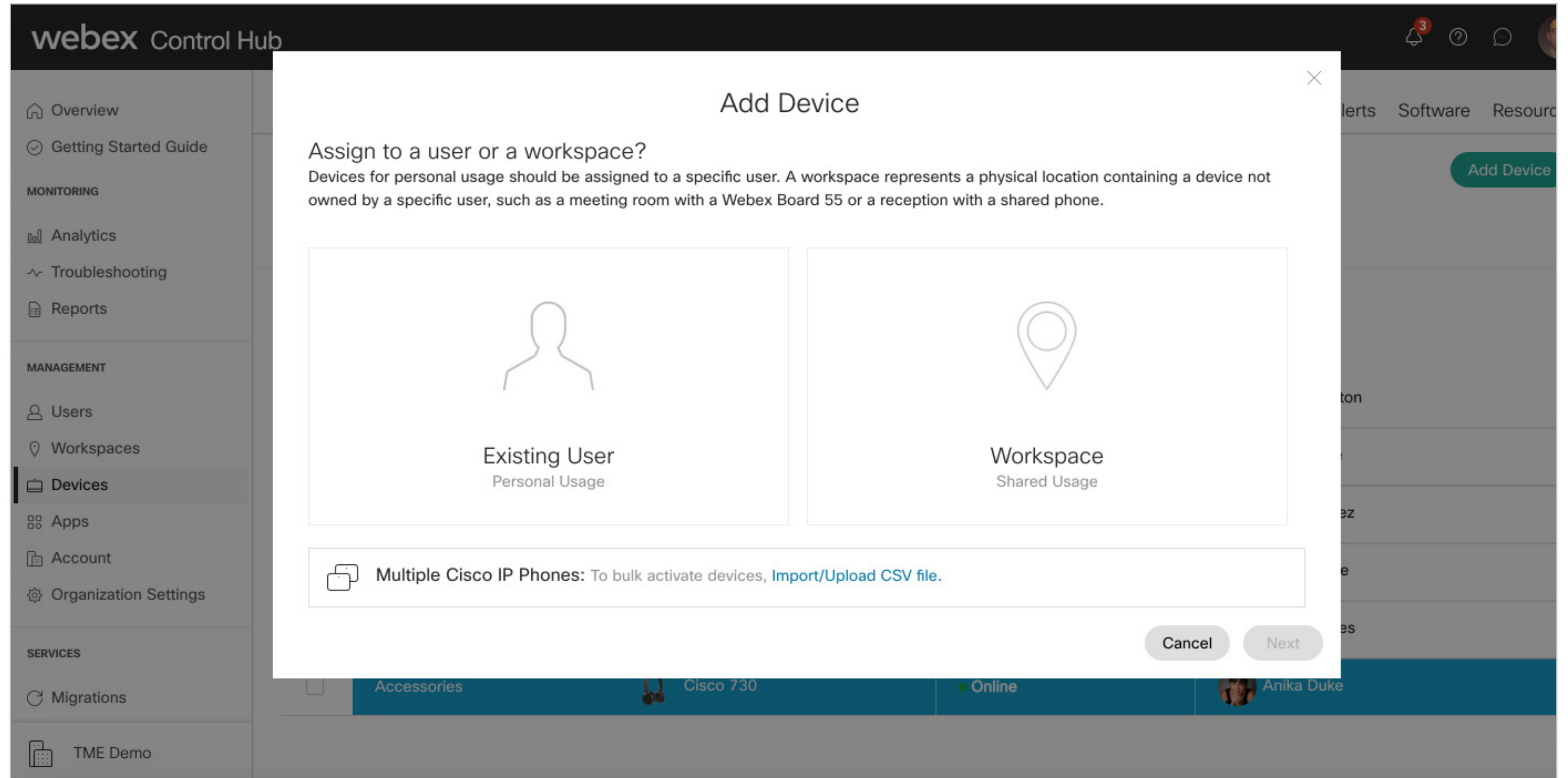
This intuitive single-pane-of-glass management portal provides one central cloud app for all your administrative functions with detailed analytics and reporting. You can even configure security and compliance policies to help keep your data safe and meet regulatory needs.



Integrated experience

Complete integration of all your devices and Webex services lets you manage settings, reports and troubleshoot with ease.

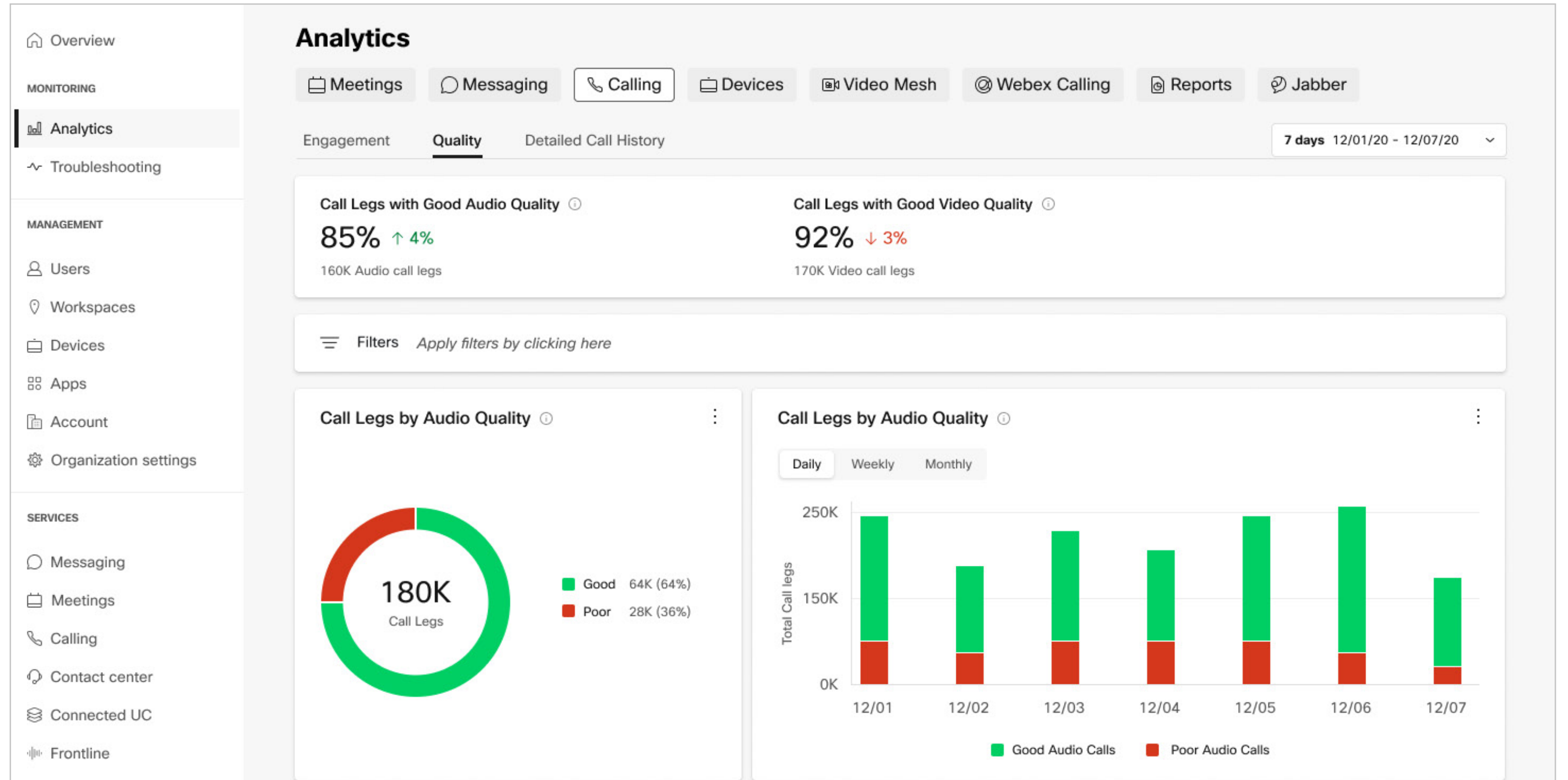
Bulk managing phone numbers and checking the status on all provisioned Cisco MPP Phones is easy—so you can offer the best collaboration experience for everyone.



Detailed insights

Real-time analytics gives insight into calling, meetings, messaging, contact center, and device information. Highlighting which devices your teams are using and how your organization uses Webex.

Diagnostic tools help identify performance issues early so you can resolve them before they have an impact.



Simple management

The simple, intuitive, interface provides a low touch way to activate new devices and import and manage users.

You can easily configure service settings for administrators and users with role templates and policy controls.

The screenshot displays the Webex Control Hub interface. The top navigation bar includes the 'webex Control Hub' logo and user profile icons. The left sidebar contains a navigation menu with categories: Overview, Getting Started Guide, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Migrations, Messaging, Meeting, Calling, Connected UC). The 'Calling' section is active, showing sub-options: Auto Attendant, Call Park Extension, Call Park Group, and Call Forwarding. The 'Hunt Group' configuration page is shown for the number 4085558501. It includes a search bar for 'Search Hunt Group' and a table listing Hunt Group Names and Locations. The configuration details on the right include: 'Enable Hunt Group' (checked), 'General Settings' (Manage), 'Phone Number' (8501 or 4085558501), 'Call Forwarding' (Disabled), 'Agents' (Manage), 'Call Routing Pattern' (Top Down), and 'Call Routing Options' (Manage).

Hunt Group Name	Location
4085558501	TME D
WS212312_0_0	TME D

Complete control

Complete insight across the lifecycle enables you to deploy, train, adopt and improve ROI. With greater visibility you can migrate and integrate with existing on-premises devices at your own pace.

The screenshot displays the Webex Control Hub interface. At the top, the 'webex Control Hub' logo is visible on the left, and notification, help, and user profile icons are on the right. A left-hand navigation menu is organized into three sections: DATA (Overview, Organization health, Analytics, Troubleshooting), MANAGEMENT (Users, Workplaces, Devices, Apps, Account, Organization settings), and SERVICES (Messaging). The main content area is titled 'Overview' and features several key components:

- Webex Services:** A grid of eight service tiles, all marked 'ALL ONLINE' with green checkmarks. The services are Messenger, Teams, Calling, Meetings, Hybrid Services, Control Hub, Developer API, and Room Devices.
- Hybrid Services:** A grid of seven service tiles, all marked 'ALL ONLINE' with green checkmarks. The services are Calendar (Office 365), Calendar (Exchange), Call, Message, Video Mesh, Context, Serviceability, and Service.
- Onboarding:** A summary card showing '23,649 Total Users' and 'Last CSV upload on August 8, 2019 at 2:01PM'. It includes a donut chart for user status: Inactive (5%), Not Verified (6%), Verified (28%), and Active (61%). A link 'Learn More About User Status Types' is provided.
- Directory Synchronization:** A list showing 'Online' (4), 'Outages' (0), and 'Offline' (0).
- What's New:** A section with a header 'Cisco COVID-19 Webex Response Resources' and three news items: 'Webex business continuity resources for remote work operational infrastructure challenges' (March 23, 2020), 'Technical resources for rapid remote work solution deployment' (March 2, 2020), and 'End user training and best practices for moving to remote work' (March 2, 2020). A 'Release Notes' link is also present.
- Quick Links:** A section at the bottom left with a 'Devices' link.

Find out how Webex Calling simplifies IT administration

Contact our sales team today



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