Webex Calling

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Introduction

Webex Calling delivers an enterprise-grade cloud phone system that enables businesses to dramatically reduce costs by eliminating premises calling infrastructure. Purpose built for hybrid work, Webex Calling scales infinitely to support an agile, workforce in over 180 markets globally.

Webex Calling is part of the complete Webex Suite that includes Calling, Meetings, Messaging, Polling, Events, Async Video, and Contact Center. It's available for workers of all types, in any industry, on any device.

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Webex Calling: a complete enterprise-grade calling experience

Webex Calling is a proven cloud calling solution that delivers enterprise-grade calling, enabling you to replace your on-premises PBX network with a globally trusted cloud calling solution. Webex Calling easily extends to a complete collaboration experience that includes market-leading calling, meetings, messaging, contact center, and integrated devices for all situations. Important qualities include:

Integrated collaboration

- One application for calling, meetings, messaging, polling, events, async video, and more
- Consistent and intuitive experience
- Collaboration-enabled workflows

Enterprise performance

- Complete enterprise feature set
- Proven 99.999% available delivered through 20+ geo-redundant data centers around the world
- Built-in media optimization reducing bandwidth usage and latency
- Optional private and dedicated peering connections deliver enhanced quality and security for calling and meetings traffic
- Legendary end-to-end Cisco security
- Available in over 180 markets around the world
- Protection of existing investment in any on-premises Cisco Unified Communications Manager (UCM) licenses, including devices, through the Cisco Collaboration Flex Plan

Intelligent devices

- Proximity awareness between the Webex App and Webex video devices
- Desk phone control of MPP devices
- Seamless call hand-off between devices
- Designed for every workspace and every workflow
- Extension and PSTN dialing capabilities via Webex Calling

Exceptional control

- Centralized administration through Control Hub, a single-pane-of-glass admin console
- Complete, integrated service management
- Advanced analytics, troubleshooting and reporting
- Ability to extend to include legacy PBX with enhanced routing and centralized dial plans
- Tools and commercial licenses to enable smooth migrations from on-premises calling solutions, including UCM or hybrid deployments
- Flexibility to connect your users across a network of multi-tenant and dedicated cloud calling services

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Flexible cloud migrations

Webex Calling is available through two, flexible deployment options: Dedicated Instance and multi-tenant. Dedicated Instance is an add-on service with Webex Calling that provides a fully redundant dedicated cloud instance based on the Cisco Unified Communications Manager (UCM) architecture. Dedicated Instance is always up to date with the latest version of UCM, and currently runs UCM 15 SU1. This gives customers on premises an opportunity to both update UCM and move to the cloud, while also providing support for existing Cisco endpoints, local survivability solutions, and existing integrations part of critical business workflows. Dedicated Instance is also available with an Enhanced Survivability option that provides redundancy of the complete UCM feature set if your business ever loses its connection to the cloud; an essential capability for businesses in healthcare, financial services, and retail verticals.

Customers have the flexibility to provision users across multi-tenant and Dedicated Instance platforms as they see fit to best address their cloud calling business needs. Dedicated instance(s) are consumed based on region, and do not require additional user licensing.

Refer to the Cisco Collaboration Flex Plan ordering guide for more information, pricing, and how to order.

Global market availability and PSTN connectivity

Webex Calling is available in over 180 markets around the world. The ability to sell in a market is determined by whether or not the country is designated as a Sell In or Branch Office location. Additional detail about Sell In and Branch Office locations and availability can be found in the Webex Help Center.

Webex Calling supports three PSTN options:

Cisco Calling Plans are a Cisco-provided PSTN service that simplifies purchasing, provisioning, and management experience of a complete collaboration solution. Cisco Calling Plans are a full, regulatory compliant PSTN replacement solution. Cisco Calling Plans provide new and ported telephone numbers, domestic and international calling capabilities, and all regulatory mandated services including emergency calling.

Cloud Connect for Webex Calling delivers cloud PSTN services in 60+ markets globally. Cloud Connect provides customers with the flexibility to select from over 30 world-class Certified Calling Providers, providing Webex Calling customers with economical and reliable PSTN service globally.

Local Gateway enables Webex Calling customers to continue using their existing PSTN service provider in over 180 markets globally. This option gives the customer the ability to buy Webex Calling with PSTN service in remote branch office locations, and this also allows a customer that has an existing PSTN contract to migrate to Webex Calling without having to buy out previous PSTN commitments.

Security, privacy, and protection

Webex has security and privacy natively built into our approach to product design and delivery. All Webex services, including Webex Calling, have secure default settings out of the box, thereby enabling users to start collaborating freely without having to worry about configurations. Webex Calling also supports U.S. emergency calling regulations through Nomadic E911 with dynamic location support that is designed to enable compliance with Kari's Law and RAY BAUM'S Act.

Read more about our security practices in the Webex Calling Security white paper.

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Administration, analytics, and troubleshooting

The complete Webex Suite is managed through Control Hub, our single-pane-of-glass administration experience. Control Hub provides access to analytics and troubleshooting tools that deliver insight into calling deployments. Analytics tools enable administrators to quickly monitor call quality across their organization and conduct detailed analysis. Our troubleshooting tools provide even more granular insight into individual phone calls and ThousandEyes integration enables administrators to diagnose issues at each hop of a call. Exportable reports can be scheduled to run periodically making it easy to export data for detailed analysis. Explore the cloud calling analytic capabilities and see what's new at the Webex Help Center.

Devices and applications

Webex App

The Webex App is a complete collaboration solution available for Apple and Windows desktops, and most Apple and Android mobile devices. It provides access to the complete Webex Suite and enables users to seamlessly switch between workloads. Download the Webex App for any platform here.

The multi call window is a complement to the Webex App that enables users to easily manage a high volume of calls across multiple lines and queues. The compact multi call window sits unobtrusively on a user's desktop and can be easily accessed through the Calling Dock.

Webex Attendant Console is a powerful new experience that enables operators, assistants, and attendants to easily connect callers to the right contacts. Webex Attendant Console provides quick access to call controls, key contacts, and voice queues all within the Webex App experience.

Telephony and video devices

Webex Calling supports a complete range of Cisco IP phones, desk devices, and room systems, including the new Cisco 9800 Series Desk Phones. Cisco devices support next generation features including HD Voice noise removal for both ends of the call and hot desking (available on select devices). Webex Calling also supports specialized devices including DECT phones, ATAs (including VG400 and 3rd party options), and select third party IP Phones. All signaling and media on Cisco endpoints and Calling clients are encrypted by default.

For a complete list of devices supported by Webex visit Supported Devices for Webex Calling at the Webex Help Center.

Webex Go

Our industry first Webex Go solution enables businesses to deploy mobile calling that's secure, compliant, and private for any workstyle.

Webex Go provides users with a single phone number across the Webex ecosystem, incluidng mobile devices, Cisco IP Phones, and the Webex app. Webex Go can be deployed on the primary or second line of a mobile device to support BYOD and business-provided use cases.

Webex Go calls are placed from the phone's native dialer and leverage the the reliable cellular network. Users have the option to elevate voice calls to the Webex app for a more engaging video call or meeting. IT admins centrally manage and provision Webex Go Control Hub providing enterprise-level control and security.

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Webex Go is included for no additional fee with the Webex Calling Professional License. Customers have the flexibility to procure wireless voice and data and phone numbers from a world-class selection of Certified Mobile Calling Providers, including AT&T Business, CallTower, and Pure IP with more providers coming soon.

Webex Go is currently available in the United States, the United Kingdom, and France with additional coverge in Europe and the Americas coming in 2025.

Webex Calling Customer Assist

Local and regional branch offices are the frontline of your business and the face of your brand in the community. These offices face a unique challenge: they must quickly resolve customer issues and build strong relationships—all without dedicated contact center staff or tools. Webex Calling Customer Assist empowers your employees to deliver outstanding customer interactions with AI-powered agent, supervisor, and analytics tools available in the Webex app. Available through a reimagined Webex Calling offer, these capabilities deliver a powerful selection of tools that enable organizations to improve customer satisfaction, increase operational efficiency, and reduce costs.

Webex Calling integrations

Webex Calling integrates with leading productivity tools from Microsoft and Google. Cisco Call for Microsoft Teams brings the Webex Calling experience to the Teams interface, allowing users to make and receive Webex Calls, view recent calls, and listen to voicemail messages. Webex Calling for Google Chrome delivers Webex Calling through a Google Chrome extension that provides access to a dial pad, recent calls, contacts, and voicemail.

Webex Calling is built on an open platform with SDKs and APIs that facilitate a rich partner ecosystem. Webex has a growing catalog of more than 200 integrations, bots, and apps that connect third-party tools to the Webex Suite. Learn more about our partners and integrations in the Webex App Hub. Visit the Integrations or Developers webpages for additional information.

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Support

Cisco offers a variety of support options for partners, from live support via phone or chat, to searchable online knowledge bases.

Cisco Technical Assistance Center (TAC)

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription. Basic Support entitles you to unlimited 24-hour access to technical support in English for break and fix issues over the phone, web, or email within one business day for lower-severity cases, and within a 60-minute initial response time for severity 1 and 2 cases. Your Basic Support includes access to the knowledge base, as well as all software updates and upgrades during the term of your subscription.

Partner Support

Partner Support is staffed by experts who are dedicated to our partners' success, providing hands-on consultation and support across a variety of areas including, but not limited to:

- Product features and functionality
- Order workflow
- Calling configuration support
- Device how-to instructions
- Migration options

Online self-help resources

Our online knowledge bases provide fast and easy access to general product information, user guides, how-to videos, answers to frequently asked questions for common issues, and product availability and maintenance release materials. These sites provide tailored content based on user persona.

- Webex Help Center is the content hub for partners, admins, and end users with general how to articles and configuration guides across the Cisco Collaboration and Webex product suites

- Webex Calling Platform Availability status page allows users to monitor platform availability and subscribe to receive notice of maintenance activity platform upgrades and general platform notifications

- Webex Calling Essentials provides access to Webex Calling planning, launch, and adoption guides for end users and administrations.

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Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in Table 1.

Table 1. Environmental sustainability

SUSTAINABILITY TOPIC	REFERENCE
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date.

This information is subject to change without notice.

How to buy Webex Calling

Cisco offers several different commercial models designed to make it easy and affordable to purchase Webex Calling. For more information about these commercial models, speak to your account representative or visit SalesConnect for more information on the Cisco Collaboration Flex 3.0 Plan (requires partner login).

License options

Webex Calling offers three license types:

- **The Professional License** is built for individual user's calling needs. It includes all Calling capabilities via clients and devices.

- **The Workspace License** is built for shared use and common area locations, phones, and ATAs. It is limited to a single device, and is not intended for an individual user's calling needs.

- **The Standard License** is built for individual user's calling needs as a casual telephony user. A Standard licensed user can have either a physical device (Cisco collaboration device, Cisco phone, ATA, or third-party device) or soft client (Webex App, desktop, tablet, mobile), but not both.

For more information on specific features included in each station and how to configure, visit Webex Calling Help.

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Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. For more information, visit the Cisco Capital website.

Find a Cisco Cloud Collaboration Partner

You can find a Cisco Cloud Collaboration Partner by using the Collaboration Cloud Partner Locator tool.

Learn more about Webex Calling

Cisco is committed to developing and delivering enhancements to the Webex Calling solution. The Cisco Collaboration Roadmap (requires partner login) is published quarterly. It is a forward-looking vision of what is in development for Webex Calling.

Communication is also key for keeping up to date. To be notified as new features are released ('What's New' tab) or are planned for the next quarter ('Coming Soon' tab) subscribe to the 'What's New in Webex Calling' article in the Webex Help Center.

Looking for more information on Webex Calling? Visit the Webex Calling website for additional content—from corporate blogs covering a variety of topics, marketing assets, analyst reports, as well as links to many other valuable resources.

Contact us here if you're interested about learning more about Webex Calling or scheduling a live demo.

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✉ **For more information please visit**
https://www.webex.com/suite/enterprise-cloud-calling.html

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