

Webex Calling: Enterprise-grade cloud calling

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, global workforce on any device.

Webex Calling is an enterprise-grade phone system with over 18 million users globally. Available in over 180 markets, Webex Calling enables businesses to make a seamless move to cloud calling while minimizing cost, complexity, and business disruption.



Benefits

Flexible migrations

Webex Calling enables businesses to move to the cloud at their own pace with flexible migration options that minimize cost, complexity, and business disruption.

Globally available

Webex Calling is available in over 180 markets around the world through a global network of 20+ data centers.

Proven reliability

Webex Calling delivers proven 99.999% availability. [Enhanced Survivability](#) and [Site Survivability](#) options to ensure that calling is available, even when the cloud is inaccessible due to unforeseen events like natural disasters.

Easy administration

Webex Calling is managed through Control Hub, our single pane of glass admin experience for the complete Webex Suite.

AI-powered customer assistance

With Webex Calling Customer Assist, any employee can assist customer with AI-powered tools in the Webex app.

Cloud innovation

The Webex Calling cloud is always up-to-date with our latest innovations. We've launched over 90 innovations in the past 12 months that bring powerful new features to our Webex Calling users.



Webex Calling is delivered through a global cloud platform that delivers proven 99.999% availability. Protected by Cisco's world-class, end-to-end security, Webex Calling offers encrypted, secure calling, delivered on best-in-class cloud infrastructure. With global regulatory expertise and compliance across all markets served, the Webex cloud platform implements audited and professional security practices.

Webex Calling meets the need of any worker, in any industry, on any device. Webex Calling supports the complete range of Cisco IP phones, desk devices, and room systems, including the latest [Cisco Desk Phone 9800 Series](#). Webex Calling provides a complete collaboration experience with the Webex App on desktop and mobile devices and enables users to seamlessly elevate a call to a rich Webex Meeting experience.

A complete cloud calling system available anywhere on any device

Webex Calling brings enterprise grade calling to users around the world. It extends seamlessly to a complete collaboration experience with the Webex Suite, including Meetings, Messaging, Polling, Async video, and Contact Center.

- **Globally available:** Webex Calling is [available in over 180 markets](#) globally through three, [flexible PSTN options](#).
- **Unmatched availability:** The Webex Calling global cloud platform delivers proven 99.999% availability. For an added level of reliability, [Enhanced Survivability](#) and [Site Survivability](#) solutions ensure that calling is always available, even when the cloud is not.
- **Seamless experience in the Webex app:** Webex Calling delivers a complete collaboration experience through the [Webex app](#) and enables users to seamlessly elevate a Webex Call to a Webex Meeting.

- **Modern devices:** Cisco offers a complete range of IP Phones, Desk devices, and Room Systems for Webex Calling, including our latest [Cisco Desk Phone 9800 Series](#) that support both UCM and Webex Calling.
- **Specialized devices:** Webex Calling supports specialized devices, like [Cisco IP DECT](#) phones, [Cisco Wireless Phones](#), [Cisco ATAs](#), as well as [third party devices](#).
- **Microsoft Teams integration:** [Cisco Call for Microsoft Teams](#) brings the enterprise-grade Webex Calling experience to Teams users. This integration is accessible directly from the Teams sidebar, and provides easy access to key calling features, including directory search, recent calls, voicemail, Webex Calling Customer Assist, and Webex Attendant Console.
- **AI-powered customer assistance:** Our re-imagined [Webex Calling Customer Assist](#) solution empowers any employee—including frontline workers, mobile workers, operational staff, and knowledge workers—to assist customers with AI-powered tools that transform every call into a faster, smarter, and more efficient interaction—ensuring exceptional service at every touchpoint.
- **Secure and compliant mobility:** Webex offers a [complete range of mobile calling solutions](#) for any workstyle, including the Webex app for mobile devices and Webex Go.
- **Easily manage high call volume:** Agents and attendants can easily manage a high volume of calls across multiple lines and queues with our [multi call window](#) and [Webex Attendant Console](#).
- **Crystal clear audio:** Webex Calling offers two exclusive, AI-powered innovations: [HD Voice](#), which removes background noise and enriches PSTN audio, and [Webex AI Codec](#), which keeps calls clear even on poor networks. Together, they deliver unmatched audio clarity that only Webex can provide.
- **Level-up with partners and integrations:** Webex Calling is built on an open platform with SDKs and APIs that facilitate a [rich partner ecosystem](#). Our native integrations enable users to experience Webex Calling in other productivity tools like [Microsoft Teams](#) and [Google Chrome](#).
- **Part of a complete suite:** Webex Calling is part of the [Webex Suite](#), which includes [Meetings](#), [Messaging](#), [Polling](#), [Webinars](#), [Events](#), [Whiteboarding](#), and [Video Messaging](#).

To learn more about Webex Calling:
Schedule a personalized demo



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