

Webex Calling eBook of innovations

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Introduction

We’re entering a new era of business communication and collaboration. Today’s organizations operate from increasingly hybrid work environments, and expectations have changed for employees, businesses, and administrators.

Employees want flexible collaboration tools that adapt to their environment, whether they’re in the office, at home, or anywhere in between. Businesses and administrators need collaboration tools that are reliable, easy to manage, cost effective, and secure.

Effective collaboration is fundamental to the hybrid workplace. Organizations need tools that elevate the talents of their employees—regardless of their preferred work style—in order to achieve business goals. Their transformation strategy must serve all types of workspaces to connect their people in new ways, with solutions that are:



Inclusive

Offering equal experiences for everyone



Flexible

Adapting to any work style, role, or environment



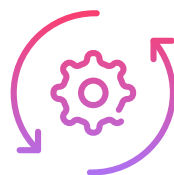
Supportive

Focusing on enhancing health and well-being, safety, and efficiencies



Secure and compliant

Being secure by design and private by default



Managed

Delivering a modern infrastructure and frictionless administration

72%

of respondents are positive about returning to the office, but want better-equipped spaces for collaboration and brainstorming

Cisco Hybrid Work Study, March 2024.

Innovation is continuous with Webex

As we advance our solutions to be smarter and more adaptive, we define the future of work.

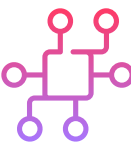
The cloud offers businesses an opportunity to modernize premises infrastructure that's unable to adapt to the quickly-evolving requirements of hybrid work. But to harness this opportunity, businesses need a cloud platform that's supported by continuous innovation; a stagnant solution in the cloud is no better than an outdated solution on-premises.

At Webex, we continue to make ongoing investments in our platform to deliver an experience that is more powerful for users, easier to manage, and less costly for businesses to operate. Through these innovations, Webex empowers your organization with the collaboration capabilities you need for the journey ahead.



Simplifying cloud migrations

Eliminate costly and complex cloud migrations with these Webex Calling innovations that enable you to move to the cloud, at your own pace, and on your own terms, with zero business disruption. [Learn more about migrating](#) from Cisco Unified Communications Manager to Webex Calling.



Dedicated Instance

Dedicated Instance provides customers with a dedicated cloud instance, based on the Cisco Unified Communications Manager (UCM) architecture that enables customers to move to the cloud at their own pace, without business disruption.

Dedicated Instance is always up to date, and currently leverages UCM 15 SU1. This enables customers to preserve UCM workflows and integrations, continue using IP endpoints and local survivability solutions, and distribute users between multi-tenant and dedicated instances for a staged migration to the cloud.

There are four Dedicated Instance data centers in North America, two in Europe, and four in the Asia Pacific, to enable calling in over 180 countries around the world. Dedicated Instance for Webex Calling can be purchased as part of the Webex Suite, or with Webex Calling only. Customers with an Enterprise Agreement (EA) and over 1,000 Knowledge Workers (KWs) can select one dedicated instance at no additional cost, with additional instances available, as needed, in different geographies.

Learn More ➤



Cloud Connected UC

Cloud Connected UC (CCUC) enables businesses to manage their entire on-premises UCM network with Control Hub, our cloud-based, single-pane-of-glass administration console.

Cloud Connected UC achieves this with plugins that are installed on the individual UCM applications that send telemetry data to the Webex cloud. Plugins register with the Webex cloud during onboarding and are authenticated to the cloud using the Webex Common Identity framework. After initial onboarding and installation, subsequent updates to these plugins are automatically managed through the cloud.

Cloud Connected UC is available to Cisco Flex Plan customers at no additional charge.

Learn More ➤



Webex Setup Assist

Webex Setup Assist is a migration and implementation service provided by Cisco in conjunction with partners. The goal of Webex Setup Assist is to drive down the cost of implementation and migrations, increase the quality and consistency of the experience, and provide speedy adoption of Webex Calling by partners and customers.

Webex Setup Assist follows a proven, five-step migration process that includes:

- Discover and assessment
- Solution design
- Planning
- Implementation
- Go live

Learn More ➤

Webex Room and Desk devices

Cisco is the global leader of the IP endpoint market, with over 100 million calling devices shipped to date worldwide, and a 30% share of the video collaboration device market.

Our Webex Room and Desk devices bring powerful collaboration features to workspaces anywhere—from the living room to the board room. We've extended Webex Calling capabilities to these devices, so they can register natively to our platform and leverage enterprise calling features such as hold, resume, transfer, conference, record, and voicemail access, in addition to extension and PSTN dialing.



Desk Phone 9800 Series

Cisco is bringing a new standard to desk phones with a portfolio built for working in modern office environments.

The Desk Phone 9800 Series was designed with IT and facilities in mind to deliver 4 new phone models. Included on each phone is the newly released PhoneOS software that simplifies the user experience and compliments our video portfolios RoomOS devices to give a seamless experience from desk spaces to meeting rooms.

With expanded functionality – the 9800 Series combines secure enterprise calling, meetings, desk reservations, sustainability, and emergency notifications all in one device. You don’t need to buy a dedicated device for each feature – all the features are built into each phone.

The Desk Phone 9800 Series reduces the complexity of purchasing, deploying, managing, and training. To further simplify, you can use one device for Cisco Unified Communications Manager (CUCM), Webex Calling, Broadworks, or other 3rd party cloud calling platforms.

Learn More [➤](#)



Hot desking

Reimagine office space to be more efficient with shared hot desking environments

Businesses today are re-imagining office space to be more thoughtful, efficient, and flexible for hybrid work. Hot desking plays a critical role in this new future of work by enabling workspaces to be shared by workers that spend only part of their time in the office.

Many Cisco devices, including Cisco 8800 and 9800 Series Desk Phones, and Cisco Desk Devices offer our modern hot desking experience. To reserve a device, users simply scan a QR code on the device's screen with their mobile phone or dock a laptop. Interactive mapping with Cisco Spaces enables users to quickly identify available desks around the office in real time.

Learn More [➤](#)



Mobile calling for any workstyle

Give users the flexibility to bring enterprise calling to their personal devices and create an easily managed, secure, and compliant experience for administrators.

Webex Mobile App

The Webex Mobile App delivers a complete collaboration experience, including Calling, Meetings, and Messaging, through an intuitive, consistent interface that’s available on most Apple and Android mobile devices. Webex App users have access to our award-winning noise removal technology, so they can hear and be heard in any environment.

The Webex App enables users to move calls or meetings from Webex devices to the Webex Mobile App or pair the Webex Mobile App to a Webex device. This provides users with a seamless workflow whether they’re in the office, at home, or on the road.

The Webex Mobile App is also tightly integrated with other Webex mobile calling solutions. Voice calls made with Webex Go BYOD or Webex Go Mobile Operator can be elevated to the Webex Mobile App for a rich video or Meeting experience.

Learn More ➤

Webex Go BYOD

Mobile workers increasingly rely on personal devices to make business calls. Webex Go BYOD brings powerful Webex Calling enterprise features like extension dialing, business voicemail, and call recording, to the native dialer on a user’s personal Apple iOS or Android mobile phone for compliant, private, and secure calling.

Webex Go BYOD provides users with a more familiar and intuitive business calling experience through their personal device. The service also leverages the phone’s cellular voice network to deliver higher quality calls and greater coverage no matter where you go.

With Webex Go BYOD, businesses no longer need to track personal phone numbers to stay in contact with mobile workers and key personnel. Administrators provision and manage Webex Go BYOD through Control Hub, and users enable the service on their personal devices by simply scanning a QR code, so they are always accessible from their enterprise extension.

Learn More ➤

Webex Go Mobile Operator

Webex Go Mobile Operator decreases the cost and complexity of deploying, managing, and securing business mobile phones. With Webex Go Mobile Operator, the user’s business mobile phone number is their Webex identity, across all Webex devices including their business mobile phone.

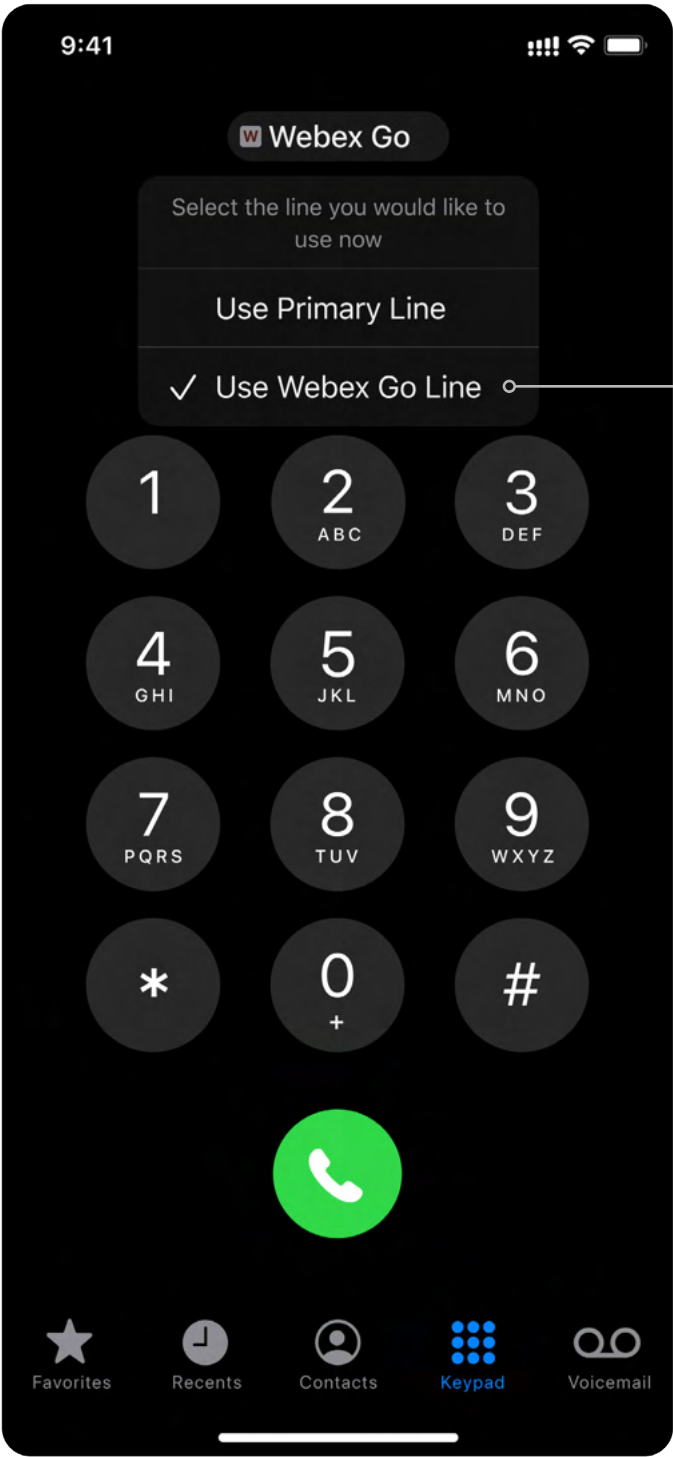
Webex Go Mobile Operator simplifies administration by eliminating redundant PSTN numbers, voicemail boxes, and call histories, while ensuring that calls adhere to organizational compliance and security policies.

Webex Go Mobile Operator was launched as Webex Go with AT&T in the United States with our partner AT&T Business.

Learn More ➤

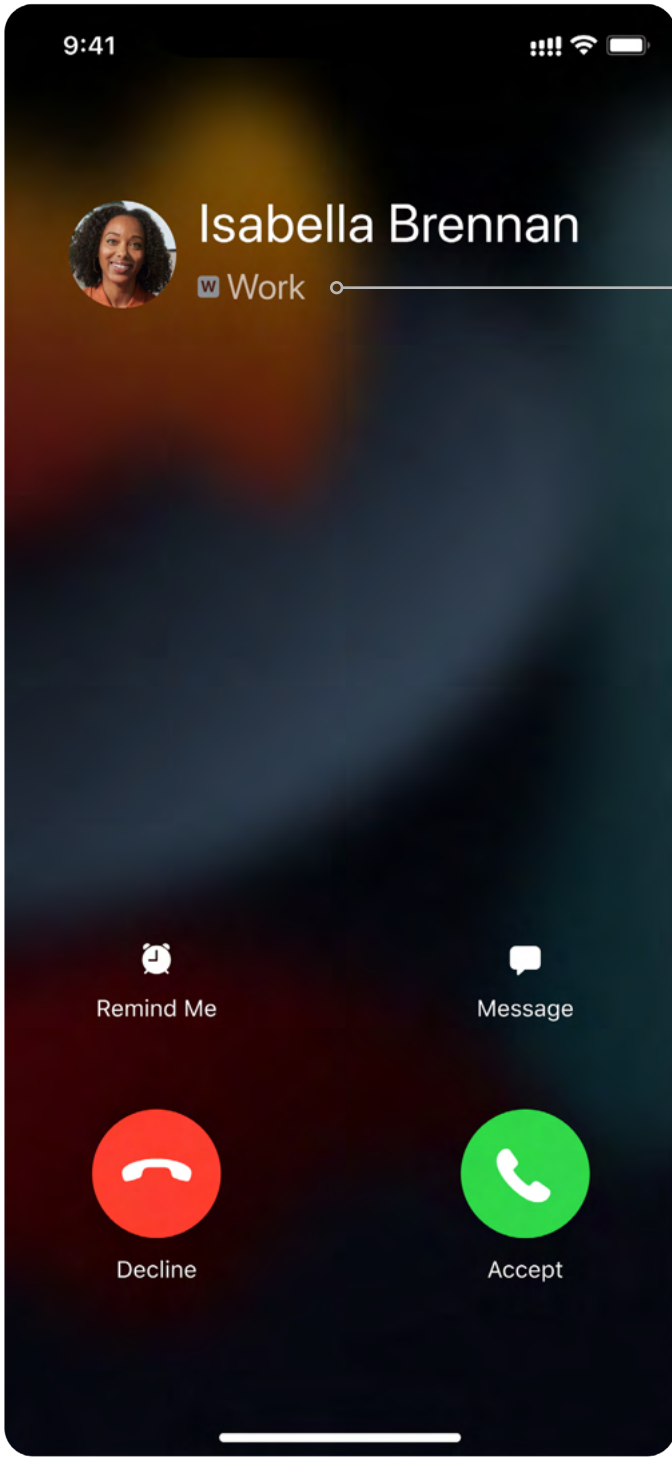
Webex Go BYOD user experience

Native dialer



Easily select Webex Go from the native dialer

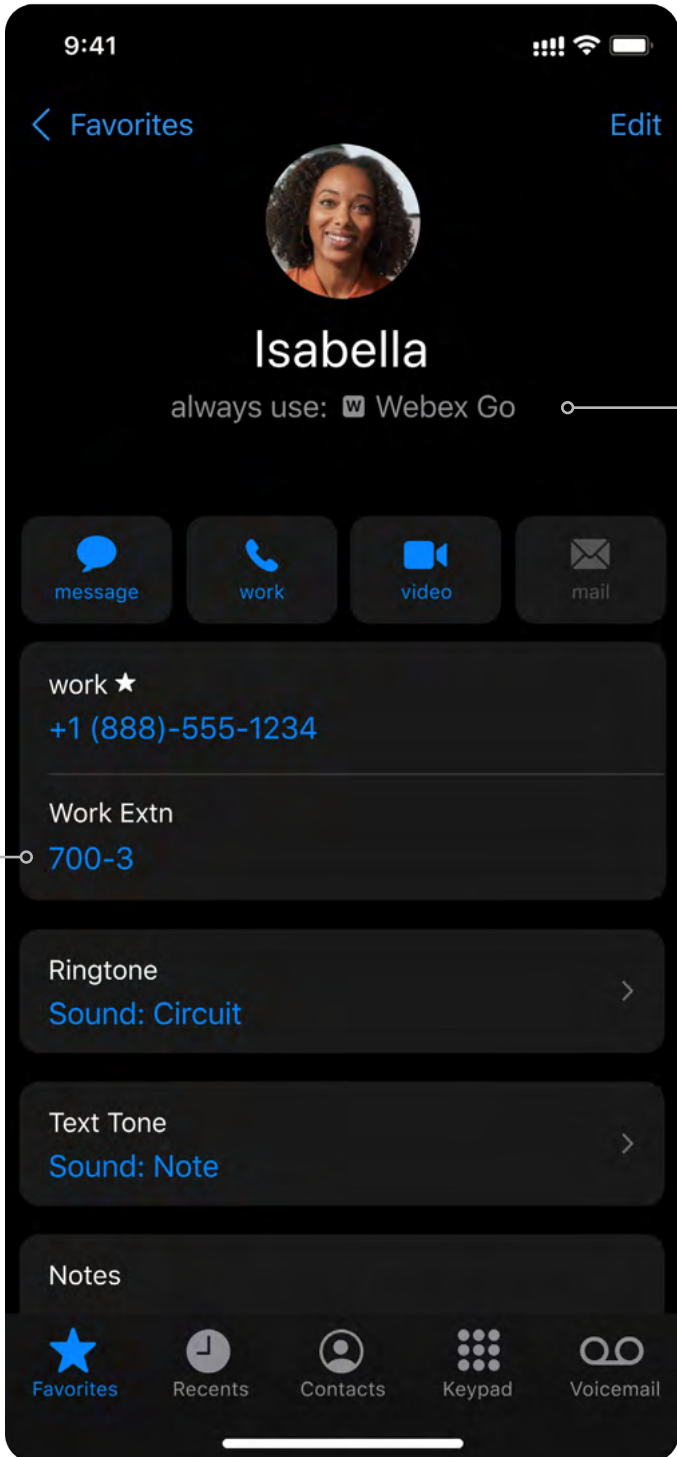
Incoming call



Incoming Webex calls are labeled

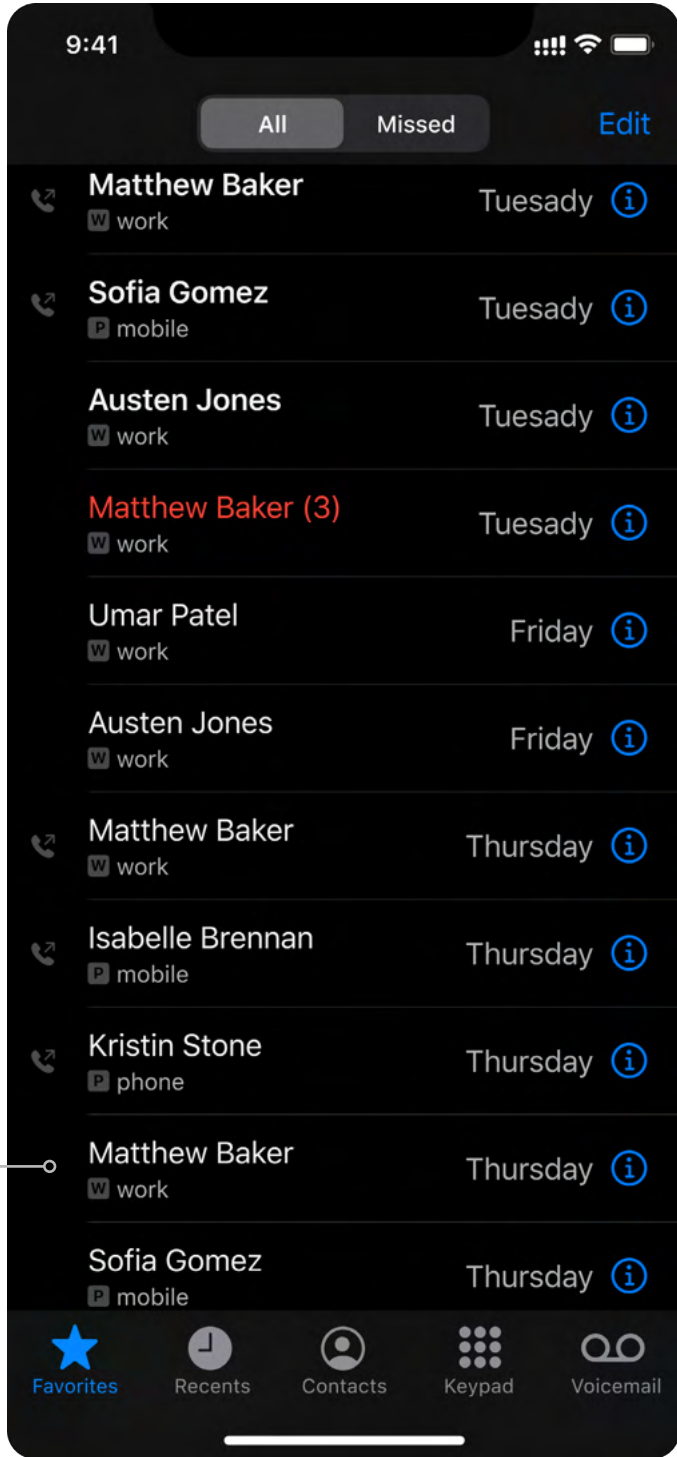
Extension dialing for Webex contacts

Native contacts



Webex contacts automatically called with Webex Go line

Native call history



Webex Go calls labeled in call history

Crystal clear communication

HD Voice

HD Voice leverages artificial intelligence to remove background noise from calls and enrich narrow-band PSTN audio to wide-band. HD Voice improves the quality of audio for both Webex Calling users and external callers such as customers, partners, and suppliers.

With HD Voice, Webex Calling users can hear and be heard clearly in any environment, on any device.

[Learn More](#)



Customer experience solutions for any need

Elevate the customer experience today and evolve for the future with the Webex portfolio

Webex Customer Experience Basic

Webex Calling customers can elevate the customer experience with Customer Experience Basic, a collection of tools included with the Webex Calling Professional License, including [voice queues](#), agent role, [multi call window](#), and [Microsoft Teams integration](#). Customer Experience Basic is suited for smaller call centers or groups.

Webex Customer Experience Essentials

Businesses with more agents, a higher volume of calls, or more complex interactions can upgrade to the Customer Experience Essentials license, which adds screen pops, supervisor tools, and analytics. Customer Experience Essentials is available as a cost effective license that includes the Webex Calling Professional License. [Learn more](#)

Webex Customer Experience Standard and Premium

Businesses that require a complete, omni-channel contact center solution can leverage the full capabilities of Webex Customer Experience and Standard, which is sold as Webex Contact Center.

With Webex, organizations can meet their customer experience needs today and evolve for the future with flexible solutions delivered by a single vendor.

See a complete comparison of [Webex Customer Experience solutions](#)

| FEATURE | DESCRIPTION |
|--|--|
| Webex Calling Customer Experience Basic | <ul style="list-style-type: none">• Voice queues• Agent experience• Multi call window• HD Voice• Microsoft Teams integration |
| Webex Calling Customer Experience Essentials | <ul style="list-style-type: none">• Includes Webex Calling license• Voice at launch• Supervisor experience• Supervisor analytics• Agent screen pops• Watch a demo |
| Webex Customer Experience Standard and Premium | <ul style="list-style-type: none">• Omni channel• Dedicated agent and supervisor experience• End-to-end customer journey orchestration• Campaign management• Workforce management and optimization |

Devices for any environment

Device pairing and control

People are working in new places and environments all the time—sometimes within the same day. These workers need a familiar, personalized collaboration experience, whether they're at their desk, in a shared workspace, or in a conference room.

With Webex, it's easy to pair and control desk phone and video room systems with the Webex App, so workers have a personalized and more private collaboration experience, with rich media, in shared workspaces.

DECT Network

Many businesses, including those in retail, healthcare and logistics industries, need scalable, high-quality, wireless calling for workers who are far away from a desk phone. Digital enhanced cordless telecommunications (DECT) phones are in wide use around the globe, in a variety of different environments.

DECT Network support lets administrators deploy both single-cell and multi-cell DECT networks in a single location. DECT base stations are added and managed centrally through Control Hub.

Singlewire InformaCast

In the event of an emergency, enterprises need to quickly broadcast messages or live announcements to users on fixed and mobile devices across campus. Seconds matter in the event of a natural disaster or security incident, and fast communication is key to keeping people safe.

Webex Calling now enables users to dial an extension to connect to a Singlewire/ InformaCast server and broadcast pre-recorded or live announcements to phones across campus.

**With Webex,
it's easy to pair
and control
desk phone
and video room
systems with
the Webex App**

Webex Calling for Microsoft Teams

Enterprise-grade Webex Calling seamlessly integrated into Microsoft Teams

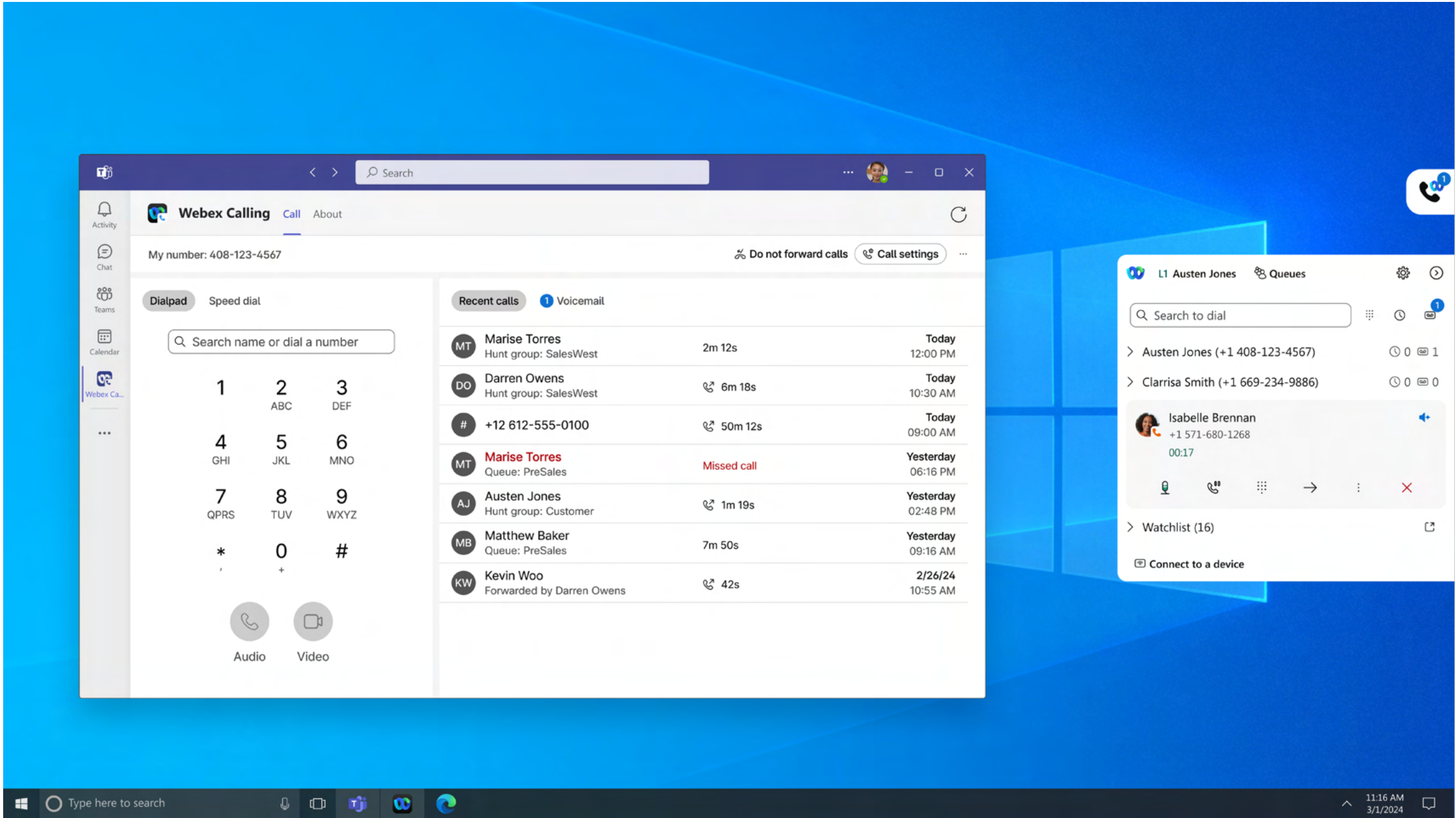
Many Cisco and Webex customers also use other productivity tools such as Microsoft Teams. With [Webex Calling for Microsoft Teams](#), we bring the enterprise grade Webex Calling experience directly to the Teams interface.

Our Microsoft Teams integration enables users to place and receive calls, search the enterprise directory, view call history, and listen to voicemail messages within Microsoft Teams. Presence between Webex Calling and Teams is also synchronized, so your Teams colleagues know when you're on a Webex Call. Webex Calling for Teams

is available on desktop and mobile versions of Teams on Apple macOS, Windows, Apple iOS, and Android devices.

We also provide Teams users with powerful calling features through the [multi call window](#). This compact interface enables users to easily manage a high volume of calls across multiple lines or queues from a compact window that fits unobtrusively on your desktop. Our new Calling Dock makes it easy to hide and unhide the multi call window so it's never in your way and always there when you need it.

Learn More ➤



Connecting users around the world

With three, flexible options for PSTN connectivity

Flexibility is a critical characteristic of PSTN connectivity, since every business has unique requirements that can vary between different office locations. Webex Calling offers our customers [three flexible options for PSTN connectivity](#) that can be selected on a site-by-site basis, and we continue to invest in the expansion of these services options around the world.

Cisco Calling Plans offer the simplicity of a single vendor solution that enables customers to procure, port, assign, and manage directly from the single-pane-of-glass Control Hub administration experience. In less than two years, we've expanded the availability of Cisco Calling Plans to 19 countries in North America, Europe, and Asia Pacific regions.

Cloud Connected PSTN delivers PSTN connectivity in over 65 countries through an exclusive selection of Cisco-certified providers. Webex was first to market with this innovative service, which gives customers the flexibility to select from the world's leading service providers on a site-by-site basis, and the convenience of managing numbers directly through Control Hub.

Local gateway is available in over 160 countries worldwide. This option allows customers to continue using their existing service provider, while managing phone numbers through Control Hub. When combined with Dedicated Instance, customers can use local gateway for service in over 180 countries around the world.

Learn More [➤](#)



Powerful administration with Control Hub

When users and customers complain about poor call quality, it's too late—your business has already been impacted. We've created a new analytics dashboard that gives administrators the power to quickly drill down from a global view of call quality, to detailed information for individual calls, so issues can be quickly diagnosed and solved.

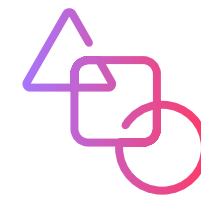
Our new analytics and troubleshooting tools make Webex Calling easier to manage, so businesses can ensure that users have a high-quality, inclusive calling experience from anywhere they work.

[Learn More](#)



Global KPIs

Provide administrators with a quick view of call quality across the entire organization.



Quality trends

Give insight into how call quality, jitter, packet loss, and latency have trended over time, so administrators can diagnose periods of poor call quality.



Call quality by type

Detailed call quality data by location, IP address, media type, connection type, codec, and endpoint type.



Dynamic filters

Powerful filters enable administrators to refine data by call type to identify the root cause of call quality issues.



Call troubleshooting

Detailed information about the quality of individual calls, that enable administrators to diagnose media quality at either end of the call, as well as each call hop with ThousandEyes integration.



Call detail reports

Detail about every call is easily accessible via download or API so organizations can manage costs, billing, and usage.

Enhancing architecture, media, and performance

Webex is built for enterprise-class communication and collaboration, and we continue to deliver architectural innovations that improve the quality and flexibility of our collaboration experience.



Media optimization

Media from internal calls typically take an unnecessary, circuitous path over the public Internet. This increases bandwidth costs, and can result in latency which degrades the calling experience.

Media optimization connects audio and video calls directly through the corporate network. All media stays local, improving call quality and reducing bandwidth costs.



Webex Edge Connect

The Internet can be unpredictable. Bandwidth and connectivity can vary over time, potentially causing issues for business-critical traffic. Now with Webex Edge Connect, Webex Calling users can leverage the same guaranteed connectivity to the Webex cloud for both their Calling and Meetings traffic.

Webex Edge Connect bypasses the public Internet with a private point-to-point link that connects a customer's network directly to the Webex global backbone. Engineered for business-critical communication, it provides users with guaranteed bandwidth and quality of service (QoS), to minimize network latency, packet loss, and jitter, backed by best-in-class security, integrated everywhere. Webex Edge Connect sets the stage for rock solid quality, for all Webex collaboration traffic.

Strengthening compliance and safety

Compliance is key for every organization, especially when it comes to employee safety. We've strengthened our compliance capabilities to help organizations stay in step with the latest regulations and requirements.

Nomadic E911 dynamic location updates

Starting on January 6, 2022, RAY BAUM'S Act Phase II requires businesses to provide accurate location information to emergency services for 911 calls made from non-fixed and off-premises devices. Sharing these location details can be challenging in today's hybrid work environment where users work remotely from multiple locations, making calls from a laptop or other devices. These challenges are compounded in large campus environments, where a street address may not provide detailed location information.

Nomadic E911 provides accurate location information from the Webex App and devices. When on campus, a user's location is automatically provided based on the network topology configured by administrators. Off-campus users are prompted to enter their location information. Multiple locations can be saved and automatically recognized when users reconnect to an on or off-campus network. Nomadic E911 is included with Webex Calling and requires no additional cost or contract.

Voicemail security enhancements

Businesses in regulated industries need to implement strict policies that protect sensitive customer information stored in calling systems, such as voicemail. We've strengthened Webex Calling with voicemail security enhancements that enable administrators to easily set organizational policies that govern voicemail forwarding, deletion, retention, and password policies through Control Hub. These tools provide organizations with confidence that they are in compliance with industry regulations, and that customer data is always protected.

Learn more

If you’d like to learn more about how Webex can help you take advantage of powerful, enterprise-grade calling and collaboration.

Webex Calling

Contact Us

