

Webex Go

Secure, compliant, and private Webex
Calling on your personal mobile phone

Contents

01	02	03	04
Introduction	The risks of business calls on personal devices	Webex Go: secure, compliant, and private business calling	Make your personal phone part of the Webex ecosystem
05	06	07	08
Webex Go user experience	Setup, provisioning, and administration	Frequently asked questions	Learn more

Introduction

Mobile phones are an essential component of business collaboration systems. These devices ensure that workers are always accessible even when they're on the road, working from home, or away from their desk.

Many businesses rely on Bring Your Own Device (BYOD) policies to deploy mobile phones at scale. BYOD allows employees to use their personal mobile phone for business communication, thereby eliminating the need

to purchase new devices. It also offers the convenience of using a single device, rather than separate business and personal phones.

While BYOD offers many benefits, poorly-executed BYOD policies can expose businesses to risk. Business calls made from an employee's personal phone number create security, privacy, and compliance concerns that could result in fines or legal liability.

Mobile collaboration apps can be used to separate personal phone numbers from business calls. However, even if these apps

are deployed, users often revert to the quick, convenient, and familiar habit of making calls from their phone's native dialing app and personal phone number.

Webex Go is an extension of Webex Calling that bridges the gap between personal mobile phones and mobile collaboration apps by adding an employee's Webex Calling number as a second line on their personal mobile phone. With Webex Go, users can make and receive Webex calls through the native calling experience that they're familiar with, while businesses can ensure that these calls are secure, private, and compliant.

82%

of organizations support Bring Your Own Device (BYOD), increasing compliance, security, and privacy risks.

Bitglass BYOD Security Report, 2021.

The risks of business calls on personal devices

Calling, like email, is a regulated form of business communication. Organizations must be vigilant to prevent employees from using personal phone numbers to contact customers, just as they would prohibit the use of personal email for business communications.

This can be a challenge with BYOD policies. Even if a mobile collaboration app is available, workers will often instinctively make calls from

their personal number using the familiar native dialer on their mobile phone or their call history. A study by Metrigy Research showed that only 5.7% of employees used their corporate mobile collaboration app to make business calls after these apps had been deployed.

Blurred lines between business and personal phone numbers expose organizations to security, privacy, and compliance risks that can result in fines and legal liability, while also creating an unprofessional and uncomfortable work environment.



Privacy

Worker privacy is compromised when personal phone numbers are exposed to external contacts. This can create an unprofessional and uncomfortable work environment.



Voicemail

Voicemail messages left on the personal phone accounts of employees cannot be managed by corporate access or retention policies.



Call recording

Calls made on personal numbers are not recorded as required in certain industries, and can expose businesses to legal liability and fines due to non-compliance.



Call history

Calls made through a user's personal phone number are not recorded in call detail reports or CRM systems, making it difficult to assess the performance of employees.

Webex Go

Secure, compliant, and private business calling

Webex Go is an industry-first business calling solution that adds a Webex Calling phone number as a second line on a user’s personal mobile phone. It delivers the best of both worlds: the convenience and reliability of a native calling application combined with the privacy, security, and compliance of a mobile business collaboration app.

Native mobile phone app

Convenient, familiar experience

Personal phone number

Personal voicemail

Personal call history

No recording

No call dial reports

Reliable cellular connection

Webex Go

Convenient, familiar experience

Business phone number

Business voicemail

Business call history

Compliant call recording

Detailed call history reports

Reliable cellular connection

Mobile business collaboration app

Third party app

Business phone number

Business voicemail

Business call history

Compliant call recording

Detailed call history reports

Data connection

Make your phone a part of the Webex ecosystem

Devices enabled with Webex Go become part of the Webex ecosystem. All Webex Go devices are centrally managed through our single-pane-of-glass Control Hub administration experience, all calls made with Webex Go adhere to your company's compliance policies, and all call activity is recorded in call history reports and Webex Calling analytics.

Webex Go devices operate just like other Webex Calling endpoints. When users are on a Webex Go call, their presence is updated across the Webex ecosystem. Calls made to your Webex Calling number rings your Webex Go line along with other Webex endpoints. Active Webex Go calls can be moved to Cisco IP phones and Webex devices, or elevated to a video call or meeting in the Webex App.

These capabilities enable Webex Go to adapt to the work style of your employees, whether they're in the office, on the road, or at home, while also ensuring that Webex Go calls are managed, secure, compliant, and private.



Presence

The presence of Webex Go users is updated across the Webex ecosystem when they're on a call.



Voicemail

Messages are stored in the Webex Cloud and adhere to business access and retention policies.



Call recording

Webex Go calls are recorded in accordance with business recording policies.



Call history

Calls made with Webex Go are recorded in the user's call history, business call history reports, analytics, and CRM.



Centralized administration

Webex Go devices are managed centrally through the single-pane-of-glass Control Hub admin experience.



Seamlessly move calls

Hand off or pull calls to and from Webex Go to Cisco IP phones, Webex devices, and the Webex App.



Elevate to a meeting

Webex Go calls can be easily elevated to a video call or meeting on the Webex App.

User experience

Webex Go functions as the second line on a user’s personal mobile phone. It delivers enterprise Webex Calling features through the native calling experience that users are most familiar with, while allowing users to maintain a separate, primary line for personal communications.

Webex Go supports Apple iPhone XR models or later and select Android devices.

Native dialer

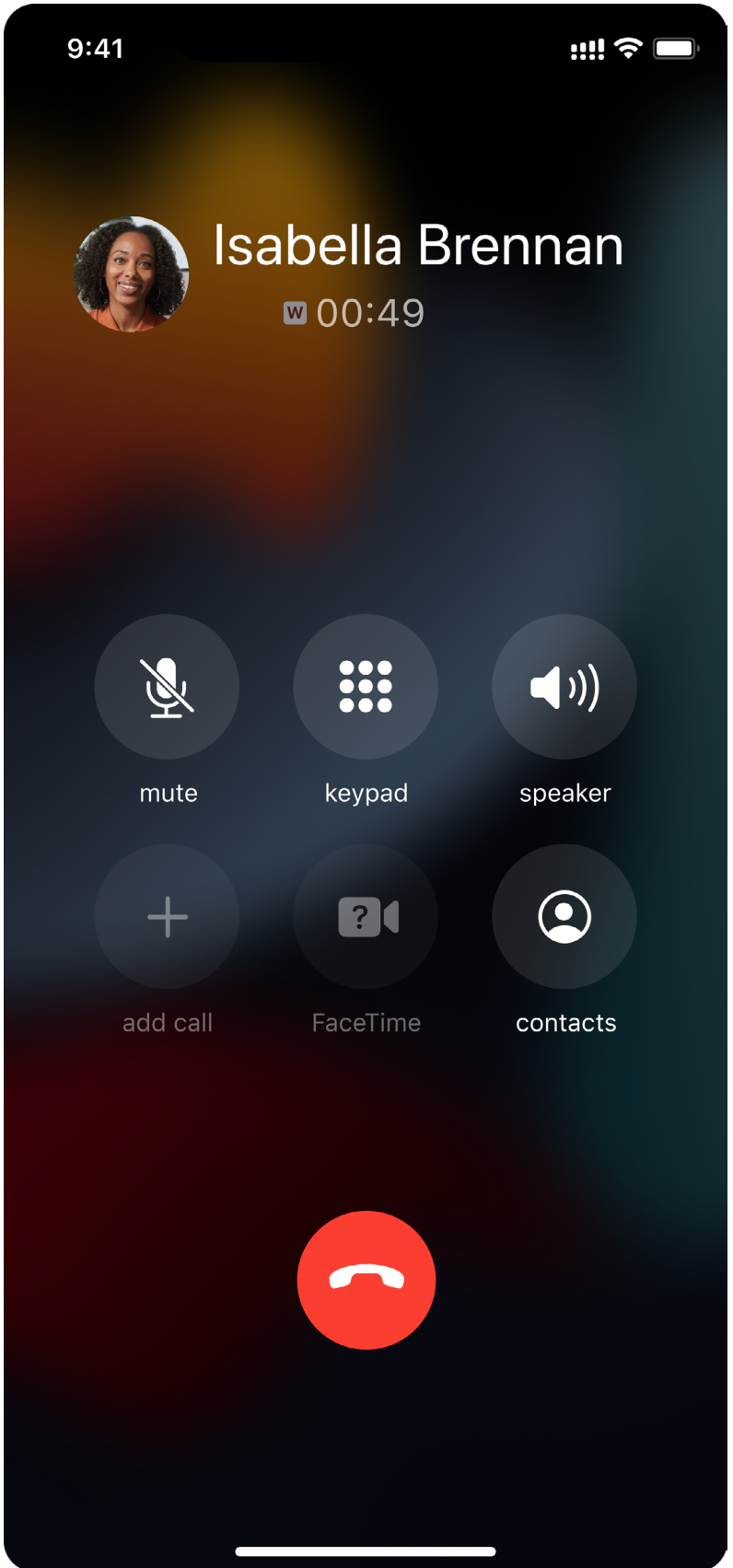
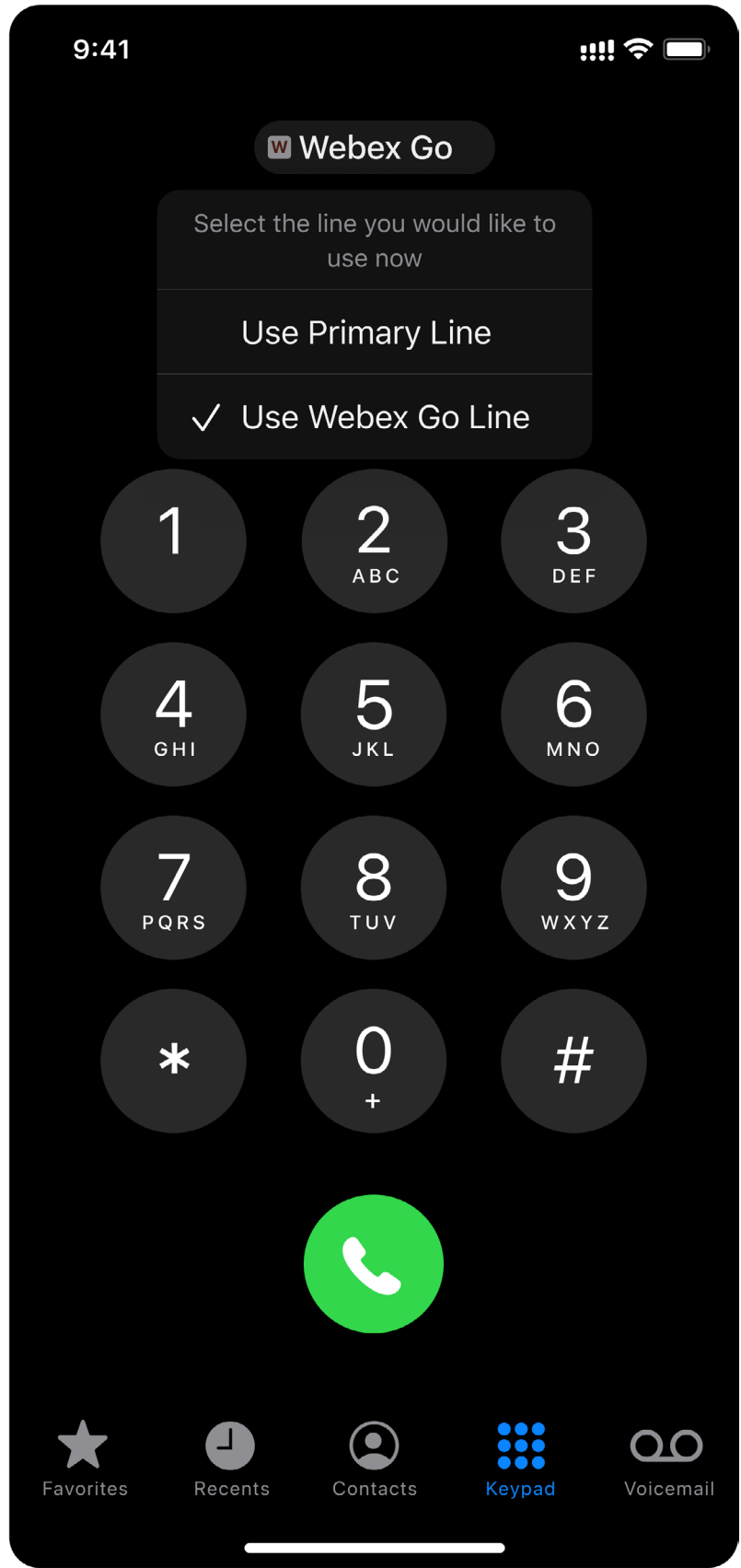
Make a business call by simply selecting the Webex Go line from the device’s native dialer.

Active calls

During a call users have access to mid-call controls and can elevate a call to a meeting.

Easily select Webex Go from the native dialer.

Dial by name, phone number, or extension.



Access mid-call controls like hold, conference and park.

User experience

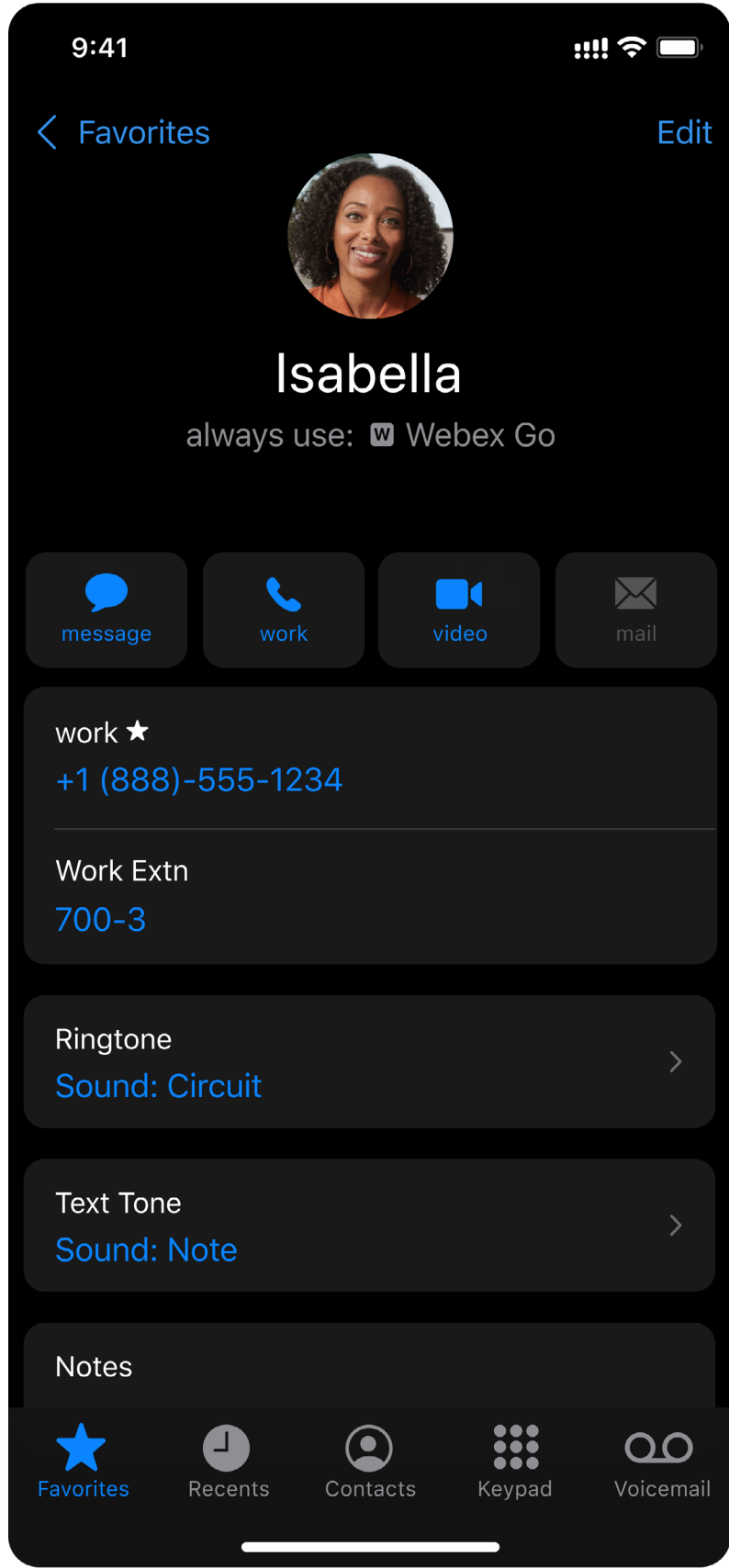
Webex Go is integrated throughout the mobile phone’s native app experience. This helps to ensure that business calls are always made on the phone’s Webex Go line.

Native contacts

Users can label and save business contacts so they are always called with the Webex Go line.

Users can label and save contacts so the automatically called with Webex Go.

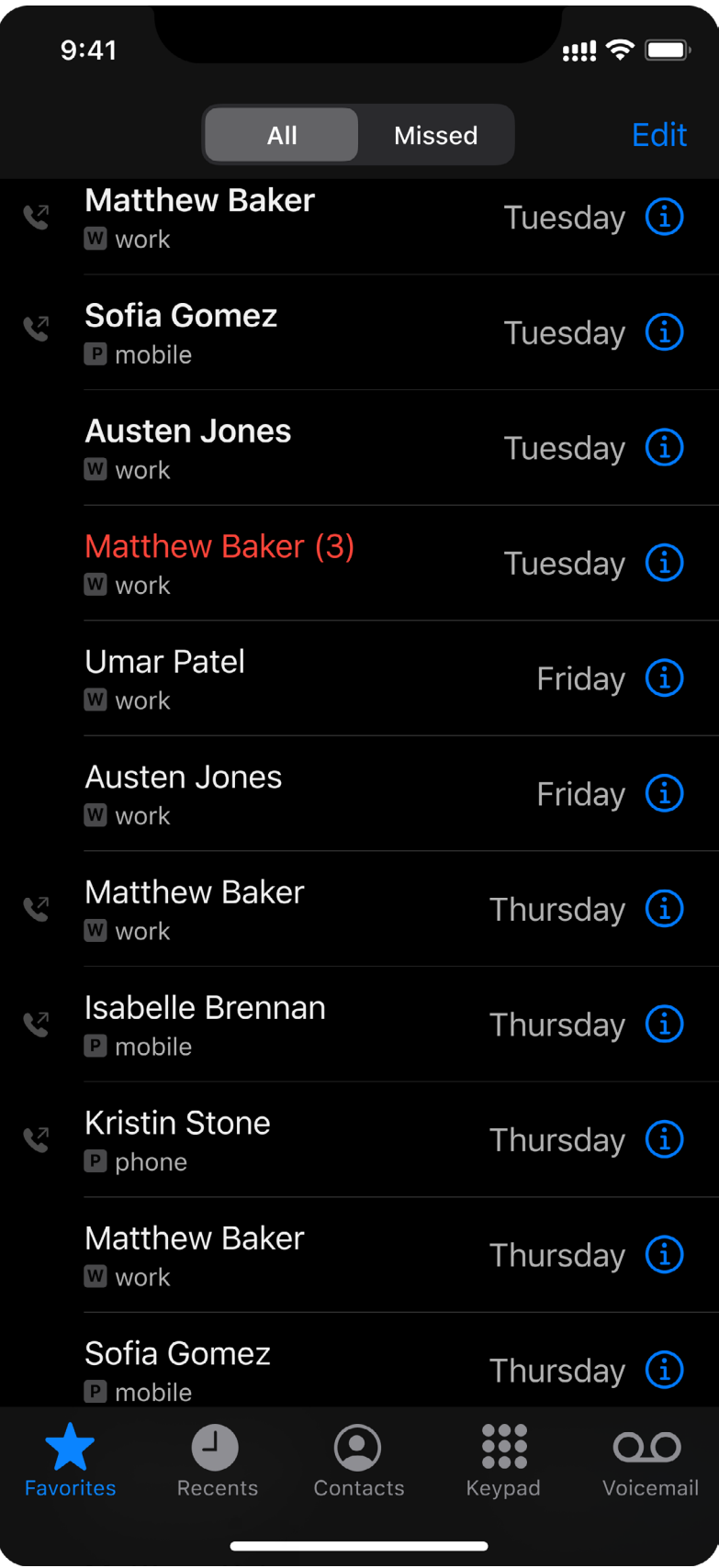
Dial by name, phone number, or extension.



Native call history

Calls to your Webex Go line are labeled and automatically called back with the Webex Go line.

Business calls are labeled and automatically called with Webex Go line.



Setup, provisioning, and administration

Webex Go is activated in four quick steps that are performed remotely. Once activated, Webex Go devices are managed centrally in Control Hub.

1. Enablement in Control Hub

Webex Go is easily enabled from the user or devices tab in Control Hub. Note that the user must have a Webex Calling license and telephone number.

2. Activation code send to user

Administrators send users a QR code via email to activate Webex Go on their personal mobile phone.

3. User scans QR code

Users scan the QR code received via email to activate Webex Go on their personal mobile phone.

4. Control Hub administration

Devices enabled with Webex Go appear in Control Hub and are managed like other calling endpoints.

See a demo of Webex Go activation [👉](#)



Frequently asked questions

Q: Where is Webex Go available?

A: The United States and United Kingdom, with more countries coming soon.

Q: What devices does Webex Go support?

A: Apple iPhone XR or later, Galaxy S21 devices, support for Google Pixel devices is coming soon. Webex Go requires phones to be unlocked and eSIM-compatible.

Q: Is Webex Go a standalone offer?

A: No. Webex Go requires a Webex Calling license and telephone number (Cisco Calling Plans, Cloud Connect for Webex Calling, and Local Gateway numbers are supported). Webex Go is an extension of your Webex Calling number; it is not intended to be the user's primary line or data plan.

Q: What wireless carriers are supported?

A: The mobile carrier used for Webex Go is separate and independent of the user's primary mobile carrier. Webex Go can be used on any network in supported regions that allows unlocked phones.

Q: Does Webex Go support international roaming?

A: Roaming between the United States and United Kingdom is supported.

Q: How do I buy Webex Go?

A: Webex Go requires a Webex Calling Professional license and a Webex Go mobile plan. Webex Go is sold through certified Webex Calling partners and is orderable from CCW and CCE.

Does Webex Go use WiFi or LTE?

Q: No, Webex Go calls are made using the mobile phone's cellular connection. In many cases, the cellular connection offers improved coverage and reliability compared to WiFi or LTE.

Does Webex Go require the mobile Webex App?

Q: No. Webex Go operates independently of the Webex App.
A: However, users can easily move calls between Webex Go and the Webex App.

Q: How is Webex Go different from call forwarding or single number reach?

A: Call forwarding and single number reach features transfer calls to another phone number. Once transferred, these calls may no longer be secure or complaint. Webex Go calls are made from the user's business number, and always remain secure, private, and compliant.

Q: Is texting (SMS) supported with Webex Go?

A: Webex Go does not currently support texting; this will be supported in the future.

Q: What Webex Go features are available now?

A: All of the features mentioned in this eBook are available now, except elevate a Webex Go call to a meeting, which will be released in December 2022.

Learn more

Are you ready to deploy secure, private, and compliant mobile calling in your business?
Learn more about Webex Go in the links below or contact sales for a trial.

See a demo

Read more

Contact us

