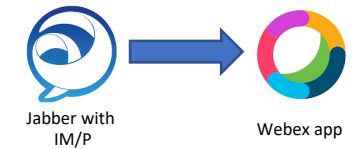
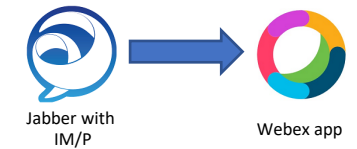


Frequently asked questions: General



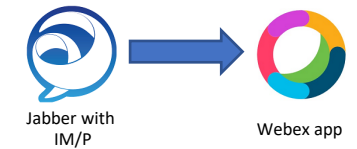
No	General: Questions and Answers
Q1	What journey does this program address?
A1	This program addresses the journey for customers to update from Jabber On Prem IM/P, and Jabber in Phone Only Mode to the Webex app. It allows for organisations to continue to leverage their On-Premise calling infrastructure whilst updating to a modern cloud messaging experience. Once on the Webex platform, organization admins can use Control Hub to manage their organization's collaboration infrastructure.
Q2	Will Jabber On Prem IM/P continue to be supported?
A2	Yes. Any customers who need to stay with On Prem IM/P for messaging can do so. This program is an optional update to cloud messaging which customers can choose to take.
Q3	Where do I go for questions on my update?
A3	You'll find guidance about updating to the Webex app from Jabber IM/P on our microsite cs.co/journeyfromjabber . You'll gain access to adoption blueprints, technical deployment guidance as well as instruction on how to raise questions.
Q4	Will there be an interface change to the existing version of Jabber?
A4	Jabber 12.7 was designed to share common design patterns to the Webex app. Users on this version will be familiar with the Webex app experience. There are some enhanced user experiences between older versions of Jabber and the Webex unified app. Check out Page 3 of our Microsite (cs.co/journeyfromjabber) and you'll see an overview of the Webex app.

Frequently asked questions: General Continued



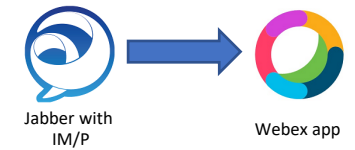
No	General: Questions and Answers Continued
Q5	What is the difference between Free Webex app and Enterprise Webex app licensing?
A5	<p>When you collaborate with Webex app, you can eliminate all the noise by combining your group messages, calls, and meeting so you can get work done. You can make the most of Webex app if you also sign up for Webex Meetings.</p> <p>With Free Webex app, you can:</p> <ul style="list-style-type: none">• Read and send messages• Share files and whiteboards• Create spaces and teams to keep everything organized• Meet and call people <p>Please check this link for feature list on Free Webex plan. There two offers: Free Webex app and Free Webex Meeting : https://help.webex.com/en-us/n19jg1u/Cisco-Webex-Free-Plan-Features#id_133759</p>
Q6	What is the easy way to find out about new features in Webex app?
A6	<p>Please check the following link for new features in Webex app, click the “Coming Soon” tab for incoming new features.</p> <p>https://help.webex.com/en-us/8dmbcr/What-s-New-in-Cisco-Webex-Teams</p>
Q7	I have some users who need to stay on Jabber for not yet supported feature sets (Such as Silent Monitoring, Call Park my contact center agents)
A7	<p>For the small subset of users that may require advanced telephony features you can opt to cross launch Jabber as the calling client alongside Webex unified app. All details on this setting are available here : https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/APPLICATION_CALLING-WebexTeams_with_Jabber_Cross_Launch.pdf</p>
Q8	How long should I deploy Interop
A8	<p>Interop is available to help with the migration of users across in groups. It is recommended that migration is completed as quickly as possible for the best possible user experience. Messaging interop has some limitations e.g. 1:1 messaging only</p>

Frequently asked questions: General Continued



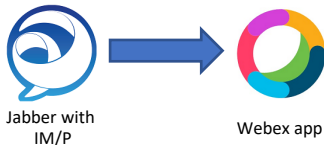
No	General: Questions and Answers Continued
Q9	I want to run a trial of Webex app. How do I get started?
A9	Contact your account team or partner to start a Webex app trial.
Q10	How do I prep my Help Desk for this transition
A10	We have adoption toolkits and resources available to assist. See page 3 our microsite (cs.co/journeyfromjabber) and you'll gain access to our Launch Kit to help with adoption
Q11	How does a Jabber users' personal contacts list get migrated to Webex app?
A11	Jabber contacts can be migrated to Webex app after September release. Please check the following link for details: End user guide: https://help.webex.com/en-us/ncyhm54/Jabber-Move-Contacts-and-Common-Settings-to-Webex-Teams Admin guide: https://help.webex.com/en-us/nyxlcde/Configure-Users-to-Move-Jabber-Contacts-and-Common-Settings-to-Webex-Teams

Frequently asked questions: Messaging



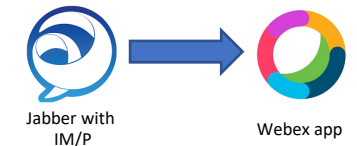
No	Messaging: Questions and Answers
Q1	What does Webex app support on data retention?
A1	You can find info on how to set retention for your Organization here: https://help.webex.com/en-us/nqmr56k/Set-the-Retention-Policy-for-Your-Organization
Q2	How do I enable XMPP federation for my Webex org?
A2	See our guide on XMPP Federation within Webex app @ https://help.webex.com/en-us/05i99o/XMPP-Federation-for-Webex-Teams
Q3	How do I configure 3rd party content management providers to allow my users to readily access their content?
A3	Our guide on linking to your 3rd party ECM (Enterprise Content Management) provider in Webex app is outlined here: https://help.webex.com/en-us/nuvy9lb/Enterprise-Content-Management-in-Cisco-Webex-Control-Hub

Frequently asked questions: Meetings



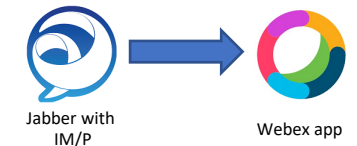
No	Meeting : Questions and Answers
Q1	How do I enable Meetings pop out experience for my Organization?
A1	To request the Meetings pop out experience, request this to be enabled for your customer’s Org via a ticket : https://app.smartsheet.com/b/form/48a886906ef146faaf2f4b3949c99324

Frequently asked questions: Calling



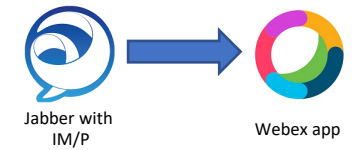
No	Calling: Questions and Answers
Q1	What are the benefits of using Calling service in Webex app vs Jabber?
A1	Webex app with Calling is the best combination of Cisco Business UC and the power of Webex Platform. It is the one client that can register to multiple Cisco calling platforms: On prem UCM, UCM Cloud, HCS. Customers can keep what they already invested on calling platform for the same advanced calling features as in Jabber, and gain more real-time features such as virtual/custom background, People insight, Whiteboarding & Annotation, Seamless sharing etc. The same client can register to on prem UCM and Cisco cloud calling, which enables customer with easy transition to cloud, either to UCM Cloud or to Webex Calling.
Q2	Have multiple users across the world. We are also using Jabber phone on Desktop which controls Desk phone. Jabber devices are in MULTIPLE clusters. Example America-cluster and Europe-cluster. Can we move just the America-cluster users to new Webex Messaging Control Hub? We want to migrate one cluster with users at a time.
A2	Yes .Users can be enabled for Webex app in groups. One such grouping can be based on cluster. It is important however, that all user accounts are synced to the Webex Platform (Control Hub) initially. Webex provides the contact search services, so even if only a group of users are using Webex app, they will still be able to search the entire organization directory to make calls etc.
Q3	How should SSO be setup in a way that it provides access to both Webex but also to on-prem call system connectivity both phone and voicemail?
A3	<p>Single Sign on also need to be enabled on Unified CM. Please check the following section</p> <p>For SSO configuration for Unified CM: Please see SAML SSO Deployment Guide for Cisco Unified Communications Applications</p> <p>For cloud (Webex Control Hub) configuration, Please see Single Sign-On Integration With Webex Control Hub</p> <p>Note: For voicemail to work in Webex app, you must ensure that Cisco Unity Connection and Unified CM use a matching authentication method (for example, legacy SSO, OAuth SSO, or non-SSO).</p> <p>Note: SSO is not mandatory, but by not deploying SSO across all aspects of the solution (Webex, UCM, Unity Connection, Expressway), users may need to enter username/password multiple times at login</p>
Q4	How will Webex app integrate with Cisco Contact Center Finesse? How about Contact center products from other vendors?
A4	<p>Webex app client can be controlled as soft client by cisco Contact Center Finesse desktop application via CTI Servitude. Please find out more details from here: https://help.webex.com/en-us/n2cxa3p/Contact-Center-Integration-for-Webex-Teams</p> <p>Other applications could also control Webex app as soft client via CTI Servitude. Solution integration and support will be application vendors' responsibility.</p>

Frequently asked questions: Calling Continued



No	Calling: Questions and Answers
Q5	Will any changes need to be made in CUCM?
A5	The Webex app can be registered to a UCM based platform (UCM on Premise, UCMC, or HCS). Details on configuring UCM for Webex app can be found here: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide/unified-cm-wbx-teams-deployment-guide_preface_011.html
Q6	How do I know I am connected to phone services from Unified CM or Webex calling?
A6	Please follow this link to find out which phone service you are connected to: https://help.webex.com/en-us/nbtgrzx/Webex-Teams-Find-Out-What-Calling-Service-You-Have If you see phone service connection error message at the footer bar in the client, please follow instructions in the message. You can also find out more details from here: https://help.webex.com/en-us/r75fdv/Webex-Teams-Error-Messages-For-Calling-in-Webex-Teams-Unified-CM
Q7	Do I need to have Webex Calling entitlement to enable Calling for Webex app?
A7	Calling in Webex app can be natively registered to either Unified CM or Webex Calling. Please check calling options and comparison in this link: https://help.webex.com/en-us/xga73p/Webex-Teams-Supported-Calling-Options

Frequently asked questions: Calling Continued



No	Calling: Questions and Answers Continued
Q8	How is Webex app connected to phones services?
A8	Webex app is a soft client that registers directly to your Call Control (UCM or Webex Calling). For UCM, the Webex app can use MRA for Remote users similar to Jabber. For Webex Calling offer, the connection is over the internet, no VPN or MRA is required.
Q9	What is the difference between free calling in Webex app vs paid calling service in Webex app?
A9	Please find details from here: https://help.webex.com/en-us/n19jg1u/Cisco-Webex-Free-Plan-Features Free calling does not register to enterprise Call Control.