

Cisco Call for Microsoft Teams

Voice communication is mission critical, and businesses need a reliable, feature-rich, and scalable calling solution—without compromise. While Microsoft Teams is widely used for collaboration, Teams Phone lacks the enterprise-grade calling experience that businesses require.

Cisco Call for Microsoft Teams brings the enterprise-grade Webex Calling experience to Teams users. Backed by Cisco's 20+ years of market leadership, Webex Calling delivers the features that businesses need, including proven 99.999% availability, flexible migration options, a robust calling feature set, customer assistance tools, and industry-first AI tools. It's the most complete enterprise-grade calling solution that's trusted by millions of users across 180+ markets globally.

Why Webex Calling?

Enterprise-grade Calling:

Webex Calling delivers the most complete enterprise feature-set, including call controls, directory search, customer assistance tools, and AI-powered features that improve efficiency.

Devices

Complement Cisco Call with Cisco's complete line of devices, including phones, Desk devices, headsets, Room Systems, specialized devices and more.

Globally available

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

Flexible migrations

Cisco Call supports UCM, Dedicated Instance, and Webex Calling - providing a smooth migration path to the cloud.

Unmatched reliability

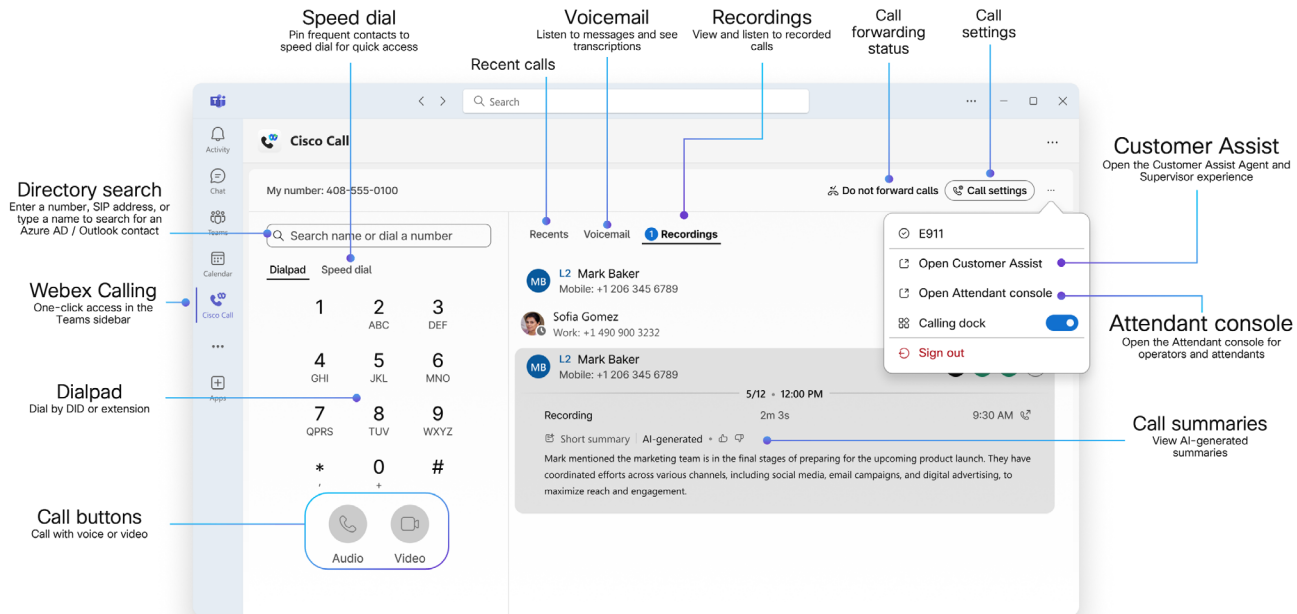
Webex Calling delivers proven 99.999% availability, and Enhanced Survivability and Site Survivability options to ensure that calling is always available, even during unforeseen events like natural disasters.

Easy administration

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

Enterprise-calling, without compromise

Cisco Call for Microsoft Teams is accessible directly from the Teams sidebar for a streamlined experience to deliver a complete enterprise-calling feature set in a single interface.



Key features:

- **Single app appearance:** Cisco Call for Teams delivers the complete Webex Calling feature set, while eliminating the confusion of separate apps.
- **Presence sync:** With synchronized presence between Webex and Teams, you and your colleagues stay seamlessly connected and avoid unnecessary interruptions.
- **Multi call window:** Power calling users can easily manage multiple calls, lines, and queues from a single compact client. [Learn more.](#)
- **Calling dock:** Easily access the multi call window with this helpful tool that can be placed anywhere around your desktop.
- **Voicemail, recordings and summaries:** Listen to voicemail, view transcriptions, and review AI-generated call summaries directly in the Teams interface. Best of all, our AI tools are included for no additional cost.
- **Webex Calling Customer Assist:** Transform Teams into a complete customer assistance solution that's accessible with a single click. [Learn more.](#)
- **Audio Intelligence:** Hear and be heard with AI-powered HD Voice and Webex AI Codec tools, delivering crystal-clear calls—even in challenging environments. [Learn more.](#)
- **Compliance and security:** Record calls natively or leverage Webex Calling partners, and protect employee safety with E911 support.
- **Desktop and mobile support:** Cisco Call is available for Microsoft Teams on MacOS, Windows, iOS, and Android devices.

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To learn more about Cisco Call for Microsoft Teams, [schedule a personalized demo](#)