eBook

Cloud Intelligence for UCM

Elevate Cisco UCM with cloud innovation

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Introduction

Cisco Unified Communications Manager (UCM) remains the trusted calling platform for organizations that require proven reliability, security, and operational control

At the same time, expectations for cloud agility, AI-driven experiences, and simplified administration continue to rise, creating a need to modernize without disrupting existing investments.

Cloud Intelligence for UCM provides a strategic path forward. By extending Webex cloud innovation to Cisco UCM, organizations can preserve their on-premises foundation while adding Webex app experiences, AI, cloud administration, and proactive insights where they create the most value. This modular approach supports modernization by site, user group, or use case while meeting regulatory, geographic, and operational requirements.

This eBook outlines how Cloud Intelligence for UCM helps organizations modernize with confidence, preserving UCM call control while adding the flexibility and innovation of the cloud.

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Competing priorities in enterprise calling

Enterprise communications leaders face a growing challenge: adopting cloud innovation while preserving the stability, control, and reliability required for mission-critical calling.

Organizations are under pressure to deliver AI-powered experiences, simplify operations, and reduce infrastructure complexity. At the same time, regulatory, residency, sovereignty, and operational requirements often make a full cloud transition impractical.

The question is not whether to modernize, but how to do it in a way that balances innovation with control, reduces risk, and aligns with real-world business and infrastructure constraints.

Key priorities include:

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AI and cloud innovation

Organizations are under pressure to adopt modern capabilities such as automation, insights, and intelligent experiences without requiring a full migration.



Investment protection and operational continuity

Organizations must preserve existing UCM investments that support mission-critical operations while continuing to modernize.



Infrastructure optimization and cost efficiency

Enterprises are driven to reduce infrastructure costs and complexity while maintaining the performance and reliability required for mission-critical workloads.



Flexible, phased modernization

Organizations need to modernize by site, user group, or use case rather than commit to a single end-state architecture.



Regulatory and global infrastructure complexity

Regulatory, residency, and sovereignty requirements, combined with varying network conditions and cloud availability, limit how and where cloud services can be adopted, making a hybrid approach essential.

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Cloud Intelligence for UCM

Modernization without compromise

Cloud Intelligence for UCM extends cloud capabilities to Cisco Unified Communications Manager (UCM), enabling organizations to modernize without replacing their existing calling environment.

By connecting UCM to the Webex cloud through a secure Webex Calling trunk, organizations can preserve UCM call control while adding Webex app experiences, AI assistance, cloud administration, and proactive insights where they deliver the most value.

This approach creates a phased path to modernization, allowing businesses to adopt capabilities by site, user group, or use case while preserving operational continuity and meeting regulatory requirements.

UCM ADD-ON

Cloud Intelligence for UCM

The foundation for flexible modernization

PROTECT EXISTING INVESTMENTS

- Build on your existing UCM estate while maintaining control and business continuity

MODERNIZE CALLING

- AI-powered assistance, administration, troubleshooting, and analysis
- Access to cloud roadmap of innovation
- Reduce operating costs
- Webex Calling Professional feature set

FUTURE-PROOF FLEXIBILITY

- Move to cloud by region, country, site, or user
- No forced migration timeline

Cloud Intelligence Enhancements

Add services that maximize value

ADD-ON

AI Receptionist for UCM

LICENSE

Customer Assist for UCM

ADD-ON

Cisco Attendant Console

ADD-ON

Cisco Calling Plans

Cisco's cloud-connected PSTN service.

ADD-ON

Cloud PSTN

Cloud Connected PSTN for UCM with 40+ providers.

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Balancing innovation, control, and continuity

Strategic benefits of Cloud Intelligence for UCM

Cloud Intelligence for UCM provides a practical way to modernize enterprise calling without forcing a full migration. Organizations can add Webex app experiences, AI, cloud administration, and proactive insights where they create the most value while preserving the reliability, control, and continuity of existing Cisco UCM environments.

This approach helps businesses reduce complexity, improve agility, and access continuous innovation while aligning to operational, regulatory, and infrastructure requirements.

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AI and cloud innovation

Bring AI-powered innovation to Cisco UCM environments where it delivers immediate value.



Streamline administration

Simplify management with cloud-based tools and gain real-time visibility into operations, alerts, troubleshooting, telemetry, and performance.



Investment protection and operational continuity

Preserve the value of existing UCM deployments that support mission-critical operations.



Infrastructure optimization and cost efficiency

Reduce and simplify on-premises infrastructure where possible while maintaining performance for critical workloads.



Modernize on your terms

Adopt cloud services by site, user group, or use case based on your business priorities.



Regulatory and global infrastructure complexity

Support residency, sovereignty, and compliance requirements with flexible cloud and on-premises architectures.

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Pillars for future-proof collaboration

Future-proofing collaboration demands AI innovation, unified administration, and modern connectivity. Cloud Intelligence for UCM delivers all three while extending the value of existing UCM investments. Cloud Intelligence for UCM brings together the cloud capabilities organizations need to modernize with confidence.

Cloud innovation

Bring AI-powered capabilities to your UCM environment without a full migration. Extend innovations like AI Assistant, AI Receptionist, and Customer Assist where they deliver the most value.

Benefits

- Deliver the full Webex Calling feature set to UCM users
- Improve productivity with AI-powered innovations
- Deliver modern experiences by user or use case

Cloud administration

Unify management through the cloud with a single view across on-premises and cloud environments. Simplify operations and gain real-time visibility into performance and activity.

Benefits

- Centralize and automate key administration tasks
- Improve operational visibility with real-time insights and alerts
- Streamline troubleshooting and speed issue resolution

Cloud PSTN

Modernize connectivity by extending cloud-based PSTN to UCM environments. Reduce infrastructure while increasing flexibility and scalability.

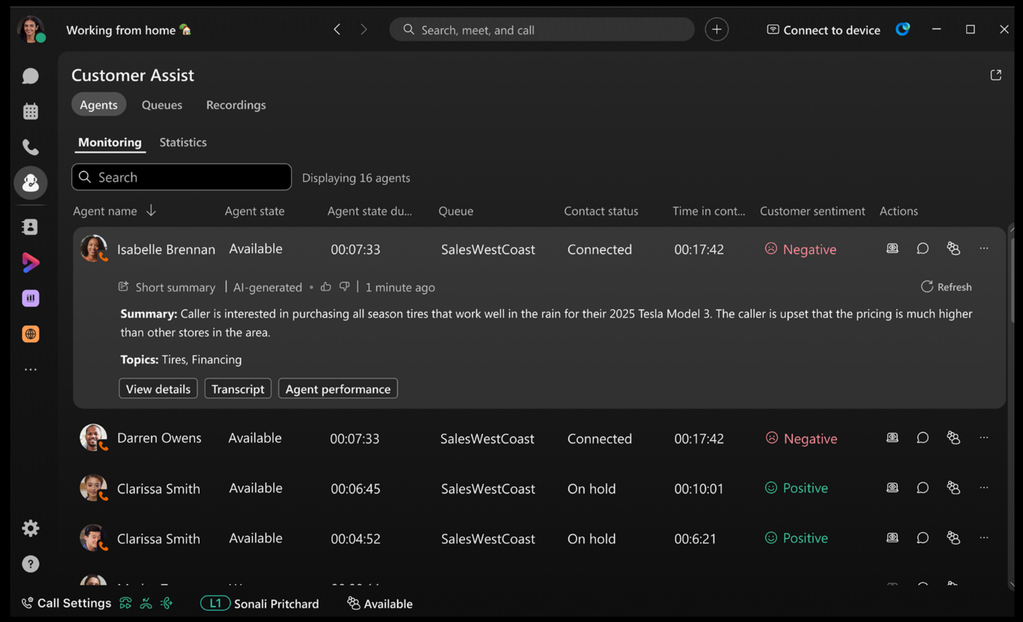
Benefits

- Reduce on-premises telephony infrastructure
- Expand provider flexibility
- Scale connectivity with ease

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Cloud innovation

Customer Assist



Elevate the customer experience without cost or complexity

Many organizations operate customer-facing and internal service teams across branch, local, or regional offices where a full contact center platform is unnecessary. These businesses need a streamlined solution that integrates seamlessly into existing collaboration workflows while enabling efficient, high-quality service delivery.

Customer Assist is purpose-built to meet this need. It delivers essential customer engagement capabilities to Cisco UCM users in the Webex app. Agents can monitor queues, apply wrap-up codes, and leverage AI-generated summaries, while supervisors gain visibility through real-time monitoring and analytics. With skills-based and priority-based routing, calls are directed to the right resources quickly, improving responsiveness, simplifying operations, and enhancing the overall customer experience.

Watch video

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Cloud innovation

AI Receptionist



Let AI handle the busywork, so your employees can focus on what matters

Front-desk functions often become a bottleneck, tying up employees with routine inquiries while other callers wait, abandon, or reach voicemail. This inefficiency not only impacts productivity but also degrades the overall customer experience.

AI Receptionist is an always-on, cloud-based virtual receptionist that can answer calls, respond to customer questions, and complete tasks such as scheduling appointments or transferring calls. By handling routine inquiries, it frees employees to focus on higher-value interactions that drive revenue and strengthen customer relationships.

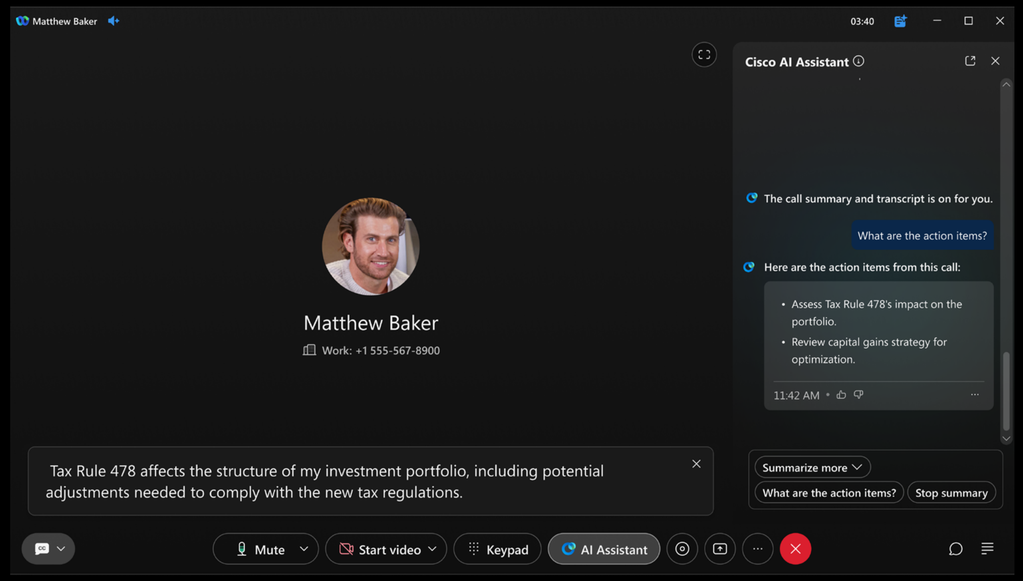
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Cloud innovation

AI Assistant

cisco
AI Assistant



Stay focused. Let AI capture the rest.

Employees who spend much of their day in back-to-back conversations often struggle to keep accurate records. Manual note-taking can lead to missed details, overlooked action items, and time spent documenting instead of focusing on meaningful work or engaging with customers.

Cisco AI Assistant for Webex Calling addresses this by automatically capturing transcriptions and generating concise summaries with key points and next steps. These insights are available during or after the call, helping teams stay aligned without revisiting entire conversations.

With a single click, AI Assistant can be activated during a live call with no interruptions. Summaries are accessible in real time and afterward in the Webex App, and can be shared during transfers to provide immediate context. The result is a more efficient, seamless experience that keeps employees focused and ensures nothing is missed.

Watch video

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Cloud administration

Cloud-based administration simplifies how organizations manage Cisco UCM by providing a centralized, unified control plane across environments. IT teams gain a single view of operations, enabling them to monitor performance, manage configurations, and maintain systems more efficiently without the complexity of managing multiple tools or interfaces.

With real-time visibility and AI-driven insights, administrators can detect issues earlier, diagnose them faster, and take action before they impact users. Automated lifecycle management and flexible alerting further reduce operational overhead, helping organizations stay current, secure, and responsive while improving overall reliability and performance.

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Control Hub administration

Hybrid services organizations are pre-provisioned with an on-premises bridge to cloud administration with Control Hub.



Real-time AI insights

AI-powered insights leverage real-time UCM performance metrics to detect issues early, simplify diagnosis, and accelerate resolution across call quality, signaling, registrations, and security.



Control Hub Alert Center

Create Control Hub alert rules that deliver real-time RTMT and AI-driven anomaly alerts across UC applications, with flexible notification options including email, Webex App, and webhooks.



AI Canvas

Streamline troubleshooting and issue resolution through a single, cross-domain conversational interface that leverages data from across the Cisco portfolio.



Native E911

Extend Webex location intelligence to UCM users for more accurate emergency calling and simpler administration.



Secure Calling

End-to-end protection against spam, fraud, and emerging threats with centralized controls, user-level blocking, caller reputation intelligence, and standards-based verification.

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Cloud PSTN

Simplify voice connectivity by moving telephony services to the cloud, reducing reliance on on-premises infrastructure while improving flexibility and scalability. Cloud PSTN enables organizations to expand globally with ease, manage services centrally, and deliver a consistent, mobile-first calling experience across devices, all while lowering operational complexity and cost.

Cloud Connect

Cloud Connect enables businesses to access cloud-based PSTN through a global ecosystem of more than 40 world-class Certified Calling Providers. With coverage across more than 70 markets, it gives organizations the flexibility to choose providers and plans that best align with their business, regulatory, and geographic requirements.

Learn more →

Cisco Calling Plans

Cisco Calling Plans provide a fully cloud-delivered PSTN solution that simplifies how organizations deploy and manage voice services. Delivered directly by Cisco and tightly integrated with Cisco UCM, they enable businesses to provision numbers and manage services centrally through Control Hub, reducing complexity and accelerating time to deployment.

Learn more →

Webex Go

Webex Go extends Cisco UCM to mobile devices, enabling employees to make and receive business calls directly from their phone's native dialer while using their enterprise business number. It provides a seamless, mobile-first experience by integrating business calling into the cellular network, eliminating the need for a separate app and allowing users to access enterprise features like call transfer, voicemail, and recording on the go.

Learn more →

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The strategic path forward

Cloud Intelligence for UCM is built for organizations navigating the balance between innovation and control. It provides a practical way to add cloud capabilities while preserving the reliability, security, and operational continuity of existing Cisco UCM environments. Rather than forcing a single migration path, it lets organizations modernize selectively, aligning adoption to business priorities, regulatory requirements, and global operational realities.

This flexibility is especially valuable for enterprises operating in regulated industries, across distributed geographies, or with mission-critical communications that cannot be disrupted. Teams can bring AI-powered experiences, modern Webex app capabilities, and cloud-based connectivity to the users and use cases where they deliver the greatest value while the broader workforce continues to operate on UCM. At the same time, cloud administration and proactive insights can simplify operations and reduce infrastructure complexity.

Realizing this value begins with a clear, outcome-driven approach to planning. Organizations should identify where cloud capabilities deliver the greatest impact, segment users and use cases accordingly, and define a phased path that minimizes disruption while accelerating progress. Connectivity, administration, and operational models should evolve alongside this strategy, ensuring alignment across technology and business objectives.

Cloud Intelligence for UCM is not a one-time transition. It is a long-term strategy for modernization, enabling organizations to evolve at their own pace while continuously adopting innovation. With the right plan in place, it becomes a strategic foundation for a more flexible, intelligent, and future-ready communications environment.



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Learn more

Learn more about how Cloud Intelligence for UCM helps you modernize without disruption and unlock cloud innovation.

Contact sales

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