

Webex Calling Hybrid

Cisco Unified Communications Manager (UCM) is the market-leading calling platform, trusted by over 30 million users worldwide across mission-critical industries including financial services, manufacturing, healthcare, and government.

Known for its reliability, comprehensive feature set, and enterprise-grade security, Cisco is committed to the future of UCM as the premises platform of choice for business-critical communications where performance and dependability matter most.

With Webex Calling Hybrid, an industry-first solution, Cisco brings cloud-powered Webex Calling features to Cisco UCM. It enables businesses to continue leveraging UCM infrastructure while seamlessly unlocking our latest cloud innovations, including AI-powered capabilities like AI Receptionist and Webex Calling Customer Assist, as well as Cloud PSTN and administration. Webex Calling Hybrid enables customers to maintain the stability and reliability of Cisco UCM while providing the flexibility to adopt cloud-powered features, on your terms, and on the timeline that best fits your business requirements.

Benefits



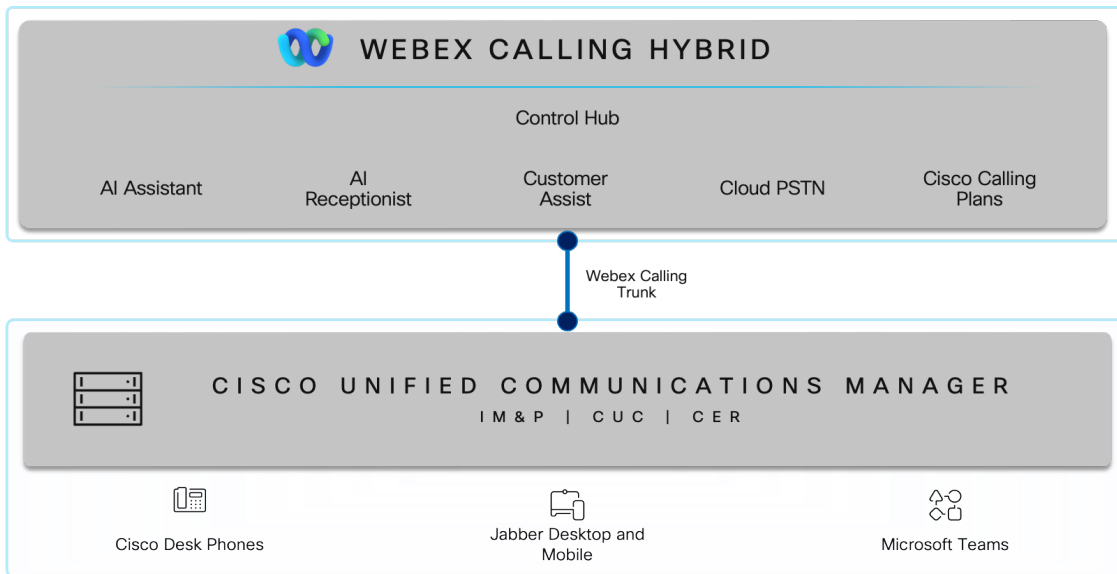
On-premise confidence and stability: Continue leveraging your existing investments in Cisco UCM with confidence, backed by Cisco's ongoing commitment and continued investment in the platform.



Cloud innovation on your terms: Access the latest cloud-powered innovations – including AI-driven capabilities – at your own pace and only when it makes sense for your business.



Future-proof collaboration: With Cisco's continued investment in UCM and Webex Calling, you can build a long-term calling strategy that's reliable, stable, and flexible, ensuring your collaboration platform evolves with your business.



Future-proof calling with Cisco UCM and Webex Calling Hybrid

With Cisco UCM and Webex Calling Hybrid, customers can build a long-term calling strategy that maximizes the value of existing investments while providing seamless access to the latest cloud innovations.

Cloud innovations available with Webex Calling Hybrid:

- **AI Receptionist:** Enhance customer satisfaction and operational efficiency with our always-on, AI-powered virtual receptionist that can answer calls, respond to customer questions, and handle tasks like scheduling and transferring calls. [Learn more.](#)
- **AI Assistant:** Make every interaction more efficient with live, shared, and post-call summaries, notes, and action items. [Learn more.](#)
- **Webex Calling Customer Assist:** Equip employees with AI-powered tools directly in the Webex app, enabling them to assist customers more effectively and deliver better experiences. [Learn more.](#)
- **Cisco Calling Plans:** Available in 19 countries, Cisco Calling Plans are sold and supported by Cisco and can be easily procured and managed through Control Hub.
- **Cloud Connect:** Reduce premises infrastructure and increase business agility with Cloud PSTN available through 40+ Cisco Certified Calling Providers worldwide.
- **Ongoing cloud innovations:** Cisco is continuously extending Webex Calling innovations to Cisco UCM customers – with more capabilities on the way.

To learn more about Webex Calling Hybrid,
schedule a personalized demo.



September 2025