Cisco Webex Messenger Subscription Services

Cisco Webex Messenger™ (cloud service) provides standards-based enterprise Instant Messaging (IM) and presence capabilities for Cisco Jabber® clients. This highly secure, scalable, and easy-to-manage solution offers users feature-rich communication capabilities, both within and external to the enterprise.

Cisco Webex Messenger is delivered through Software as a Service (SaaS) and works with Cisco Jabber clients. When deployed with these clients, Cisco Webex Messenger enables users to perform numerous functions such as instant messaging, presence, file transfer, and desktop sharing. Cisco Webex Messenger integrates with Cisco Unified Communications Manager and Cisco Webex Meeting Center to support click-to-call, phone control, voice, video, visual voicemail, and web collaboration. It allows you to communicate and collaborate effectively from anywhere you have an Internet connection. Table 1 lists the features and benefits of Cisco Webex Messenger.

Table 1. Features and benefits

Feature	Benefit
Cisco Webex Messenger client experiences	Cisco Webex Messenger has been optimized for Cisco Jabber but also supports third-party desktop and mobile standards-based, Extensible Messaging and Presence Protocol (XMPP)-compatible presence and Instant Messaging (IM) clients. The features offered to users may vary based on the unique characteristics of each client. Therefore, Cisco Webex Messenger allows you to mix and match multiple clients to meet your individual solution requirements. Cisco Jabber streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, file transfer, and conferencing capabilities securely into one client. It is available for Windows, Mac, and Virtual Desktop Infrastructure (VDI) desktops and for Android and iOS mobile devices.
Presence	View real-time availability of co-workers and colleagues within and outside the enterprise network: • Exchange and display presence availability information with other users. • Display customized availability messages. • Your status is updated automatically when you are on a call, are in a Cisco Webex meeting, are sharing an application, or have been away for some time. • Show your availability based on the free and busy status in your Microsoft Outlook calendar. • Use the Do-Not Disturb (DND) availability state to easily block incoming communications alerts.
Enterprise instant messaging	Chat in real time using IM to save time and reduce phone tag. Cisco Webex Messenger supports: • Point-to-point chat with co-workers inside your network, or supported federated business and personal contacts. • Group chat, which helps enable co-workers in your company and your external federated contacts to communicate and collaborate in an ongoing discussion. • IM desktop sharing between two Cisco Jabber for Windows clients. • Maintaining a personal IM history (administrator configurable).
Jabber to Jabber calling	Jabber to Jabber voice and video calling provides basic calling capabilities between two Cisco Jabber clients connected to Cisco Webex Messenger without deploying Cisco Unified Communications Manager. For advanced calling capabilities, deploy Cisco Jabber in hybrid cloud-based mode by combining the premises-based services of Cisco Unified Communications Manager with the cloud-based services of Cisco Webex Messenger.
Presence and instant messaging federation	Communicate across business and service environments with presence and IM federation. Cisco Webex Messenger is an XMPP standards-based cloud service, and hence allows federation with any other standards-based XMPP IM and presence service or gateway: • Between different Cisco Webex Messenger organizations • Between Cisco Webex Messenger and Cisco Unified Communications Presence and Instant Messaging Server • Between Cisco Webex Messenger and other XMPP-based IM platforms, including business-to-consumer federation • Between Cisco Webex Messenger and third-party platforms such as Microsoft Lync and IBM Sametime (requires third-party services)

Feature	Benefit
Webex Teams and Jabber Interoperability	Enables basic messaging between Cisco Webex and Jabber clients. Supported for users with access to the Cisco Webex Messenger™ service.
Chat history	Access a history of your IM conversations.
Single Sign-On (SSO)	SAML 2.0 based SSO allows companies to use their on-premises SSO system to simplify the management of Cisco Webex Messenger. With SSO, users log in more securely using their corporate login credentials.
Encryption	Connectivity between the clients and Cisco Webex Messenger is encrypted using 128-bit Secure Sockets Layer (SSL) encryption. IM messages can be further end-to-end encrypted using 264-bit Advanced Encryption Standard (AES). Signaling and media are also encrypted.
Policy management	IT departments can set policies at the organizational or group level to determine which users have access to specific features and capabilities.
Server-side IM logging	Keep logs of all IM traffic throughout your organization and sends those messages to your existing email archives or to other third-party archiving endpoints.
Push notification support for Cisco Jabber for iOS	Cisco Webex Messenger supports Apple Push Notification service (APNs) based push notifications when deployed with Cisco Jabber for iPhone and iPad.
Cisco Jabber Hybrid cloud-based deployment option	When deployed with Cisco Unified Communications Manager, Cisco Jabber provides a feature-rich audio and video calling experience. In addition, Cisco Unified Communications Manager interfaces with Cisco Webex Messenger to share the status of Cisco IP phones registered to Cisco Unified Communications Manager. This capability helps you share your Cisco IP phone status with colleagues who are monitoring your presence state. They will see automatic updates on their Cisco Jabber or presence-enabled application, and they then can choose the best mechanism to communicate with you – for example, through an instant message, voice, or video call. Cisco Unity Connection provides access to visual voice messages. View, play back, or delete voice messages, including private and encrypted ones.
Deploying with Cisco Webex	Enable IM desktop share between two Cisco Jabber desktop clients. Initiate a web meeting session directly through the Cisco Jabber client, using Cisco Webex Meeting Center to share content, such as a presentation, a document, or your desktop.
Microsoft Office and Outlook integration	View contact presence information directly within Microsoft Outlook, Office, or SharePoint. Click on a contact to initiate an IM chat or audio call.
Cisco Jabber Software Development Kit (SDK)	Cisco Webex Messenger can provide core presence and IM functions for web applications and portals. Refer to http://jabberdeveloper.com for details.

For more information

More information about Cisco collaboration solutions is available at the following locations:

- Cisco Jabber clients: https://www.cisco.com/go/jabber
- Cisco collaboration solutions: https://www.cisco.com/c/en/us/solutions/collaboration/index.html
- Cisco Webex Meeting Center: https://www.cisco.com/en/US/products/ps10409/index.html
- Cisco Webex Messenger: https://www.cisco.com/c/en/us/products/unified-communications/webex-messenger/index.html

For more information about Cisco partners, visit: https://www.cisco.com/en/US/partners/index.html

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