# Webex Calling

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# Introduction

Webex is the leading enterprise collaboration solution combining calling, meetings, messaging, and contact center under a single collaboration umbrella. The Webex App, delivering the end user experience for calling, meetings and messaging, combined and integrated with an unmatched set of intelligent audio and video devices, delivers the functionality, quality, control, and security that enterprises expect and demand. We support on-premises, cloud, or mixed mode deployments to keep our customers connected and productive from anywhere, including through disruptive market events such as the global pandemic we have just experienced.

Webex Calling delivers cloud calling solutions for every type of business through a global network of channel partners.

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# Overview of Webex Calling: the complete experience

Webex Calling is a proven cloud calling solution that delivers enterprise-grade calling, enabling you to replace your on-premises PBX network with a globally trusted cloud calling solution. Webex Calling easily extends to a complete collaboration experience that includes market-leading calling, meetings, messaging, contact center, and integrated devices for all situations. Important qualities include:

### Integrated collaboration
- One application for calling, meetings, messaging, polling, and events
- Consistent and intuitive experience
- Collaboration-enabled workflows

### Enterprise performance
- Complete enterprise feature set
- Trusted reliability with geo-redundant data centers around the globe ensure excellent media quality
- Built-in media optimization reducing bandwidth usage and latency
- Optional private and dedicated peering connections deliver enhanced quality and security for calling and meetings traffic
- Legendary end-to-end Cisco security
- Globally available
- Protection of existing investment in any on-premises Cisco Unified Communications Manager (UCM) licenses, including devices, through the Cisco Collaboration Flex Plan

### Intelligent devices
- Proximity awareness between the Webex App and Webex video devices
- Desk phone control of MPP devices
- Seamless call hand-off between devices
- Designed for every workspace and every workflow
- Extension and PSTN dialing capabilities via Webex Calling

### Exceptional control
- Complete, integrated service management
- One centralized and comprehensive administrative portal
- Advanced analytics, troubleshooting and reporting
- Ability to extend to include legacy PBX with enhanced routing and centralized dial plans
- Tools and commercial licenses to enable smooth migrations from on-premises calling solutions, including UCM or hybrid deployments
- Flexibility to connect your users across a network of multi-tenant and dedicated cloud calling services

For more information on migration options, visit the Collaboration Transitions website.

# How to buy Webex Calling

Cisco offers several different commercial models designed to make it easy and affordable to purchase Webex Calling. For more information about these commercial models, speak to your account representative or visit SalesConnect for more information on Webex Work, the Cisco Collaboration Flex 3.0 Plan, and the Webex Suite (requires partner login).

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# Webex Go

Webex Go is an add-on service within Webex Calling that brings enterprise-grade calling features to personal mobile devices. Webex Go adds the Webex number as a second line on a mobile device. Users can use the phone's native dialer to make and receive high quality business calls on a cellular network. IT admins can centrally manage and provision users in Control Hub providing enterprise-level control and security.

Additional resources for Webex Go:

- FAQ (requires partner login)
- Ordering guide
- Help article

# Dedicated Instance

Dedicated Instance is an add-on service within Webex Calling that provides a fully redundant dedicated cloud instance based on the Cisco Unified Communications Manager architecture. Dedicated Instance is integrated into Webex Calling and takes advantage of Webex platform services, bringing cloud innovation and an enhanced experience to customers who need to support older Cisco endpoints, local survivability solutions, or existing integrations part of critical business workflows.

Customers have the flexibility to provision users across the multi-tenant and dedicated platforms as they see fit to best address their cloud calling business needs.

The Dedicated Instance option is available with a Flex subscription. Dedicated instance(s) are consumed based on region, and do not require additional user licensing.

Refer to the Cisco Collaboration Flex Plan order guide for more information, pricing, and how to order.

# License options

Webex Calling offers two different station types:

- **The Professional License** is built for individual user's calling needs. It includes all Calling capabilities via clients and devices.
- **The Workspace License** is built for shared use and common area locations, phones, and ATAs. It is limited to a single device, and is not intended for an individual user's calling needs.

For more information on specific features included in each station and how to configure, visit Calling Help.

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# Global market availability and PSTN connectivity

Webex Calling is a globally available offer. Ability to sell is determined by whether or not the country is designated as a Sell In or Branch Office location. Additional detail about Sell In and Branch Office locations and availability can be found in the Webex Help Center.

**Cisco Calling Plans** enable partners to sell Cisco provided PSTN service to their customers, simplifying the overall purchasing, provisioning, and management experience of a complete collaboration solution. Cisco Calling Plans are a full, regulatory compliant PSTN replacement solution. Cisco Calling Plans provide new and ported telephone numbers, domestic and international calling capabilities, and all regulatory mandated services including emergency calling.

Additional resources for Cisco Calling Plans:

·   FAQ (requires partner login)
·   Ordering guide
·   Overview

**Cloud Connected PSTN** enables customers to quickly and effortlessly buy PSTN services from a list of world-class, pre-integrated Cisco-certified providers.

With Cloud Connected PSTN, Cisco interconnects with select PSTN providers through the cloud, enabling Webex Calling customers to have economical and reliable PSTN service in over 65 countries around the world. For more information on this option, including a list of providers, visit the Global Availability and PSTN options Cisco Community page.

**Local Gateway** enables Webex Calling customers to continue using their existing PSTN service provider. This option gives the customer the ability to buy Webex Calling with PSTN service in remote branch office locations, and this also allows a customer that has an existing PSTN contract to migrate to Webex Calling without having to buy out previous PSTN commitments. For more information on Local Gateway visit the following articles: Local Gateway Ordering Guide and Prepare Your Environment for Webex Calling on Help Center.

# Security, privacy, and protection

Webex has security and privacy natively built into our approach to product design and delivery. All Webex services, including Webex Calling, have secure default settings out of the box, thereby enabling users to start collaborating freely without having to worry about configurations. Webex Calling also supports U.S. emergency calling regulations through Nomadic E911 with dynamic location support that is designed to enable compliance with Kari's Law and RAY BAUM'S Act. Read more about our security practices in the Webex Calling Security white paper.

# Analytics and troubleshooting

The calling analytics dashboard helps partners and customers gain insight into their calling deployments. Admins can quickly monitor call quality across their organization and conduct detailed analysis. Our troubleshooting tool provides even more granular insight into individual phone calls. Exportable reports can be scheduled to run periodically making it easy to export data for detailed analysis. Explore the cloud calling analytic capabilities and see what's new at the Webex Help Center.

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# Devices and applications

## Telephony and video devices

Cisco multi-platform phones (MPP), Webex video endpoints, DECT and ATAs (including VG400 and 3rd party options) that have been certified with Webex Calling may be sold and are supported for the Webex Calling service. Webex Calling has also added support for certain 3rd party workspace Devices for added functionality such as door ringers and overhead paging. Customer issues attributed to the use of non-Cisco devices used on the Webex Calling service will not be handled by the Cisco Technical Assistance Center (TAC). All signaling and media on the MPP endpoints and Calling clients will be encrypted by default.

For a complete list of devices supported by Webex visit Supported Devices for Webex Calling at the Webex Help Center.

## Applications

Webex brings together all your people and communication tools in one secure and easy-to-use app. You can create, share, and get work done with your team, regardless of where you are located. For more information on the power of Webex, visit Get Started with the Webex App at the Webex Help Center.

# Webex Calling applications and integrations

The Webex Collaboration platform is an open platform that enables partners to create customizations that attach to their existing solutions and to create additional services beyond the core services provided by Cisco. Based on the open API exposed, Webex has a growing catalog of more than 150 integrations, bots, and apps that connect third-party tools to the Webex App, Webex Meetings, and Webex Calling. They are stored in the

Webex App Hub. The apps contained in the Webex App Hub include feature integrations across a broad range of business-relevant categories (e.g., Salesforce, Jira, Trello, Singlewire/InformaCast etc.) and support for third-party developer app submissions. Visit the Integrations or Developers webpages for additional information.

# Support

Cisco offers a variety of support options for partners, from live support via phone or chat, to searchable online knowledge bases.

## Cisco Technical Assistance Center (TAC)

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription. Basic Support entitles you to unlimited 24-hour access to technical support in English for break and fix issues over the phone, web, or

email within one business day for lower-severity cases, and within a 60-minute initial response time for severity 1 and 2 cases. Your Basic Support includes access to the knowledge base, as well as all software updates and upgrades during the term of your subscription. Enhanced and Premium Support are also available at an additional cost. For more information on TAC support, visit the Support Services for Collaboration on SalesConnect (requires partner login).

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## Partner HelpDesk

Partner HelpDesk is staffed by experts who are dedicated to our partners' success, providing hands-on consultation and support across a variety of areas including, but not limited to:

- Product features and functionality
- Order workflow
- Calling configuration support
- Device how-to instructions
- Migration options

Partners can access the Webex Calling Partner HelpDesk through a variety of methods: by calling, click to chat (must be logged into Calling Help PHD site), and email.

## Online self-help resources

Our online knowledge bases provide fast and easy access to general product information, user guides, how-to videos, answers to frequently asked questions for common issues, and product availability and maintenance release materials. These sites provide tailored content based on user persona.

- **Calling Help PHD**: is a team with online resources for Webex Calling Partners. Direct integration with Partner HelpDesk chat is also available for real time 1:1 assistance
- **Webex Help Center**: is the content hub for partners, admins, and end users with general how to articles and configuration guides across the Cisco Collaboration and Webex product suites
- **Webex Calling Platform Availability** status page: monitor platform availability and subscribe to receive notice of maintenance activity platform upgrades and general platform notifications

# Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report (PDF download).

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in Table 1.

**Table 1.** Environmental sustainability

| SUSTAINABILITY TOPIC | REFERENCE |
|---|---|
| **Information on product material content laws and regulations** | Materials |
| **Information on electronic waste laws and regulations, including products, batteries, and packaging** | WEEE compliance |

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

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# Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. For more information, visit the Cisco Capital website.

# Find a Cisco Cloud Collaboration Partner

You can find a Cisco Cloud Collaboration Partner by using the Collaboration Cloud Partner Locator tool. Click on "Find a Partner." Once inside the "Collaboration Cloud Partner Locator," find "Cisco Offer Type" and select "Webex Calling." Select your country in the "Countries that offer is available?" field. Click search and once the results display, scroll down to find the partners available.

# Want to learn more about Webex Calling?

Cisco is committed to developing and delivering enhancements to the Webex Calling solution. The Cisco Collaboration Roadmap (requires partner login) is published quarterly. It is a forward-looking vision of what is in development for Webex Calling.

Communication is also key for keeping up to date. To be notified as new features are released ('What's New' tab) or are planned for the next quarter ('Coming Soon' tab) subscribe to the 'What's New in Webex Calling' article in the Webex Help Center.

Looking for more information on Webex Calling? Visit the Webex Calling website for additional content—from corporate blogs covering a variety of topics, marketing assets, analyst reports, as well as links to many other valuable resources.

**For more information**
Visit Webex Calling

Date April 2022

C78-742056-15

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