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ALL IN

#CiscoLive

The bridge to possible

Deploying the Webex App to Your Organization

Part 2

Shane Long
Technical Marketing Engineer
BRKCOL-2198b

Cisco Webex App

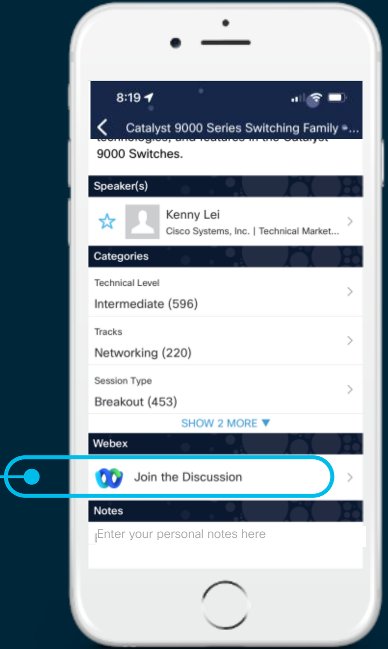
Questions?

Use Cisco Webex App to chat
with the speaker after the session

How

1. Find this session in the Cisco Live Mobile App
2. Click “Join the Discussion”
3. Install the Webex App or go directly to the Webex space
4. Enter messages/questions in the Webex space

Webex spaces will be moderated
by the speaker until June 17, 2022.



8:19

Catalyst 9000 Series Switching Family ...

9000 Switches.

Speaker(s)

Kenny Lei
Cisco Systems, Inc. | Technical Market...

Categories

Technical Level
Intermediate (596)

Tracks
Networking (220)

Session Type
Breakout (453)

SHOW 2 MORE ▼

Webex

Join the Discussion

Notes

Enter your personal notes here

https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2198b

Agenda – This session is split over 2 parts

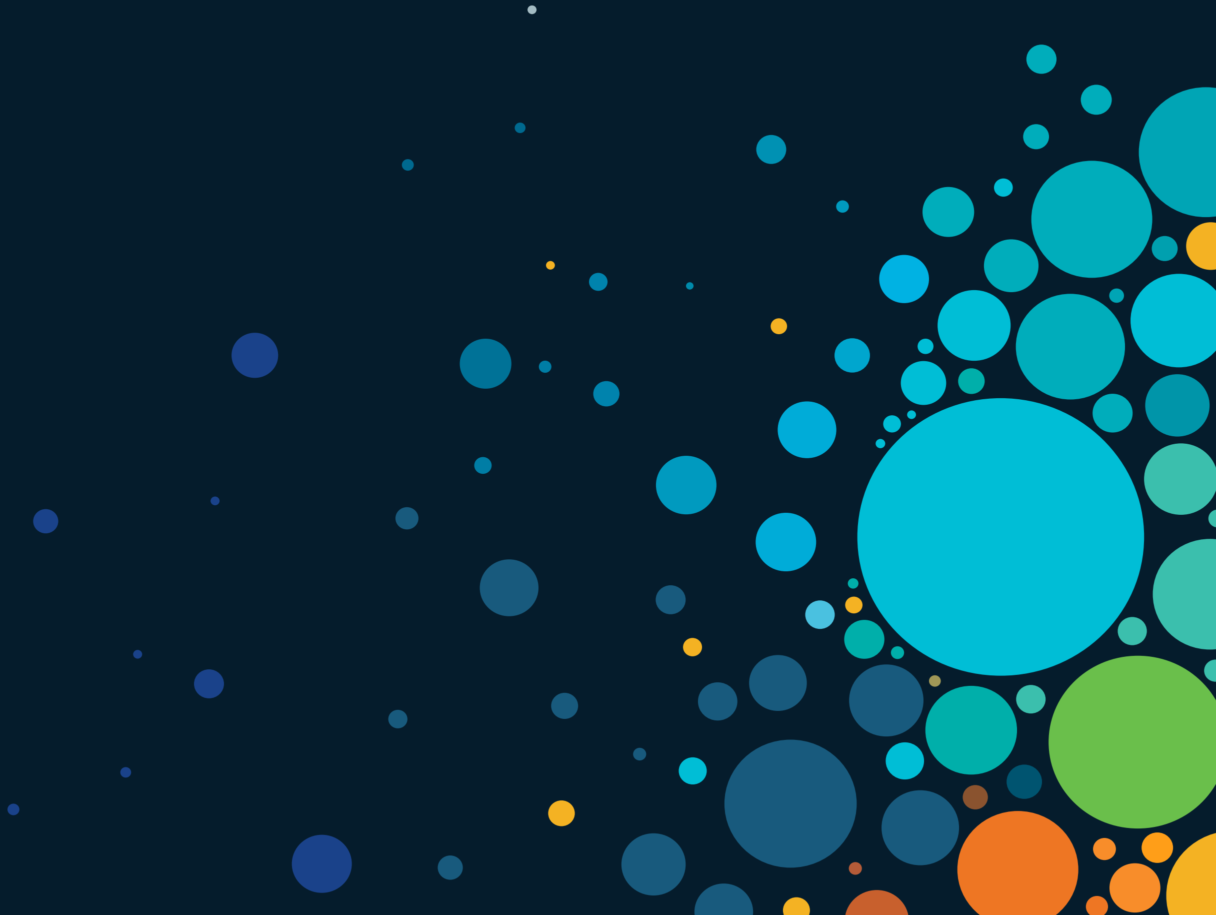
Part 1: BRKCOL-2198a

- Webex Architecture
- User Management and Identity
- Group Templates
- Meetings Service
- Messaging Service
- App Deployment
- App Integrations

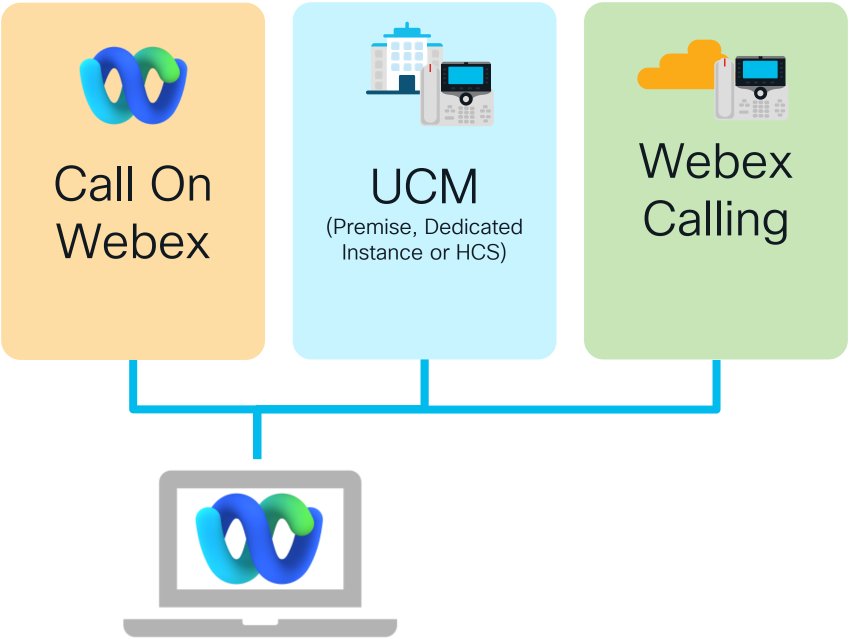
Part 2: BRKCOL-2198b

- Calling Service
- Webex in VDI
- Security
- Modularity
- Microsoft Integration

Calling



Webex App Calling



Call On Webex

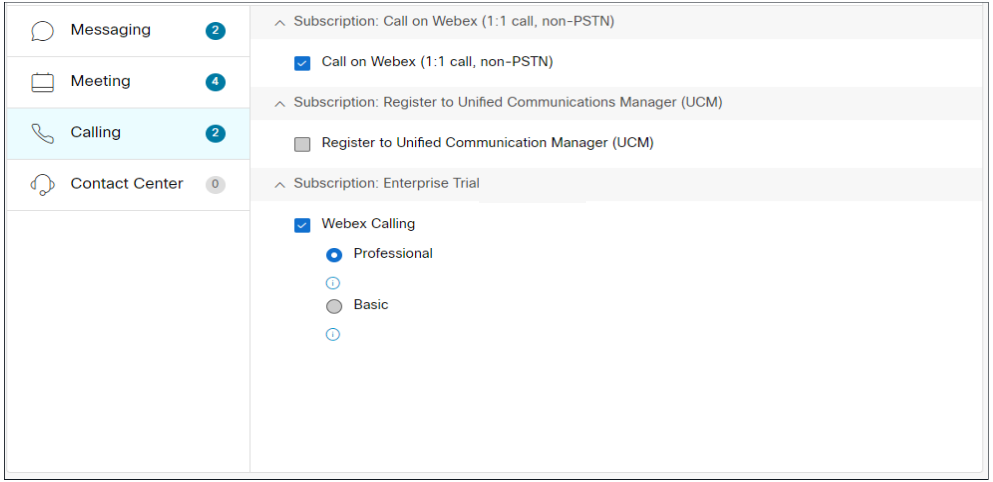
UCM

(Premise, Dedicated Instance or HCS)

Webex Calling

- Webex provides a number of different calling options that can be deployed to meet difference customer needs.
- Calling experience is defined via user licensing
  - **NEW:** Unified CM “Calling Behaviour” is now defined in the license
- Call on Webex
  - Basic and free 1:1 in-app calling service
  - On by default
- Add Enterprise Calling to the Webex App. Choose between
  - Unified CM Calling
  - Webex Calling

Webex App Calling



Subscription: Call on Webex (1:1 call, non-PSTN)

☑ Call on Webex (1:1 call, non-PSTN)

Subscription: Register to Unified Communications Manager (UCM)

☐ Register to Unified Communication Manager (UCM)

Subscription: Enterprise Trial

☑ Webex Calling

● Professional

○ Basic

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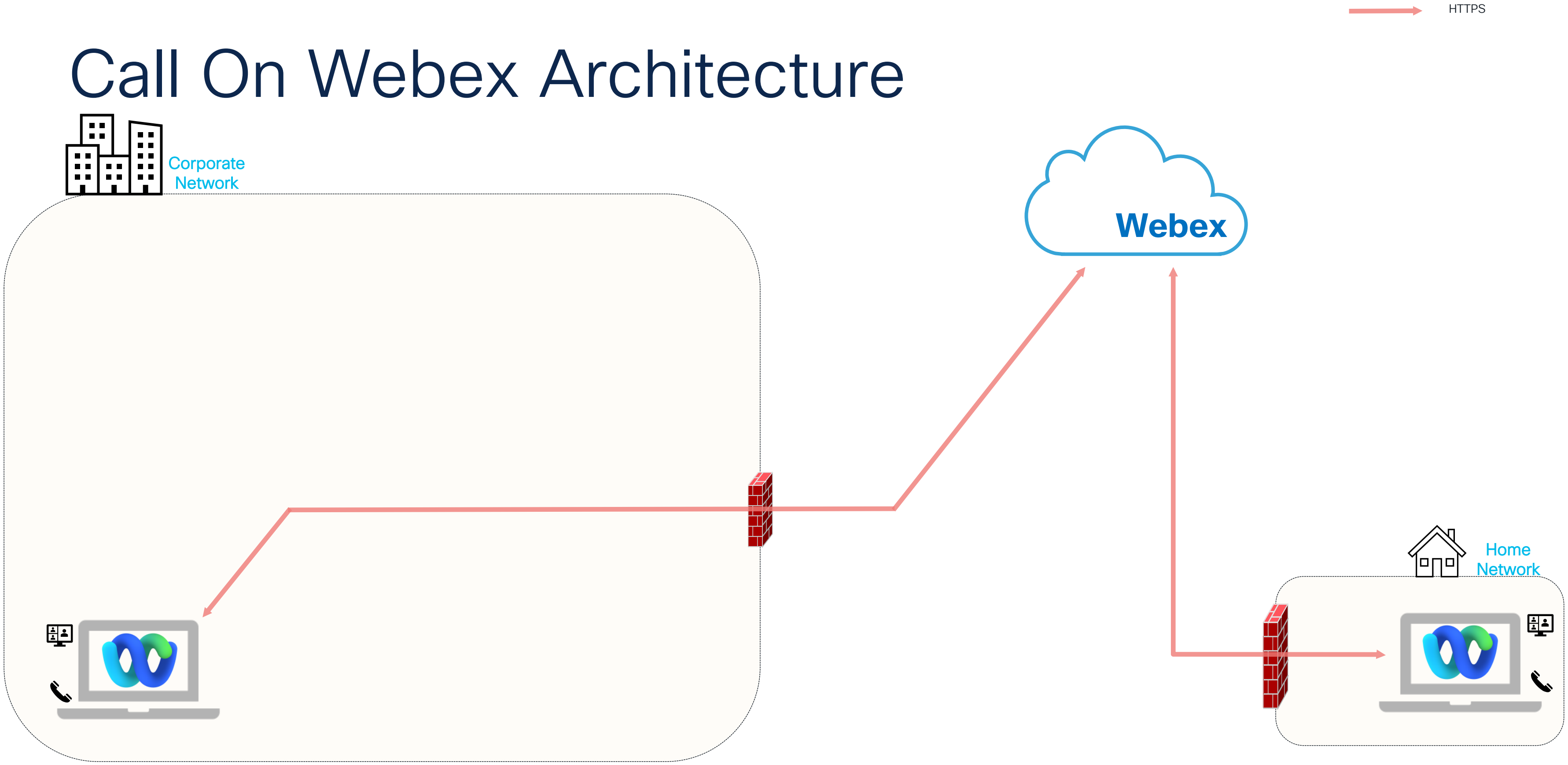
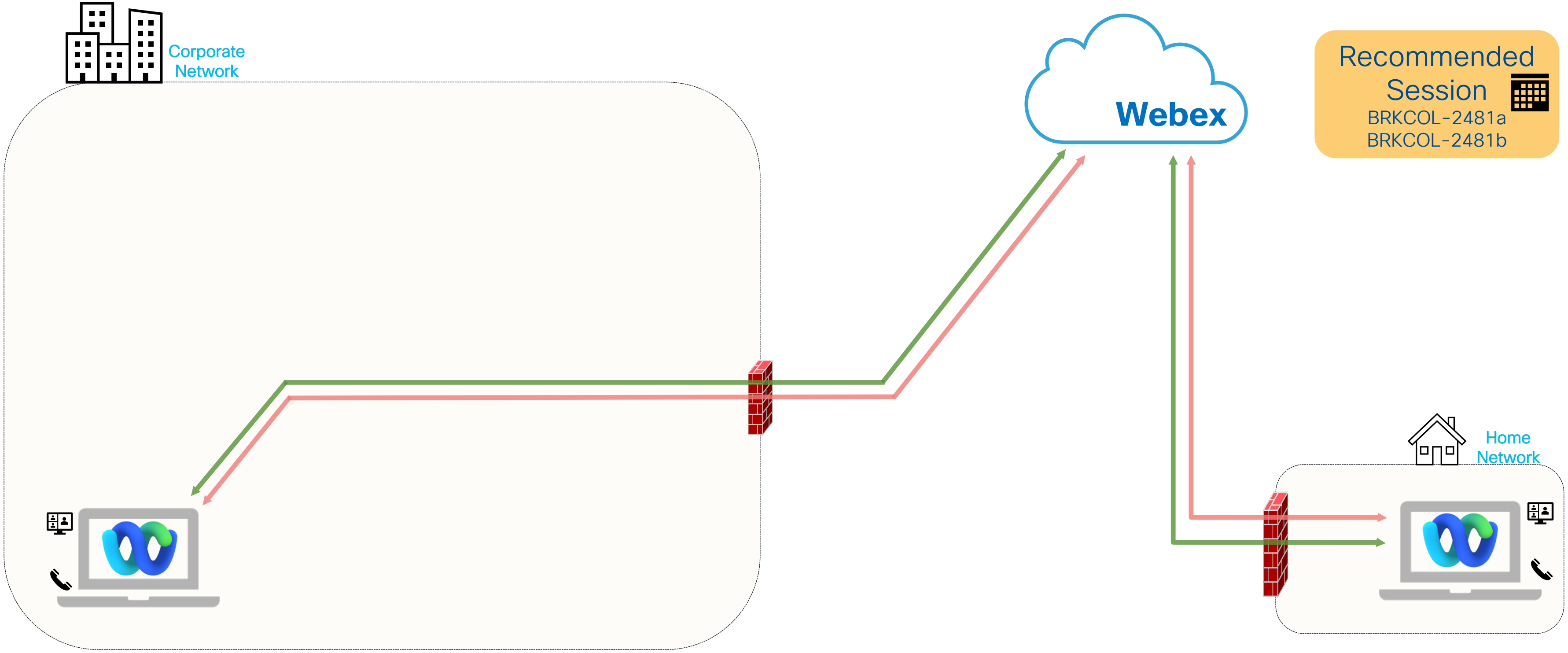
  - Webex Calling

Call On Webex Architecture

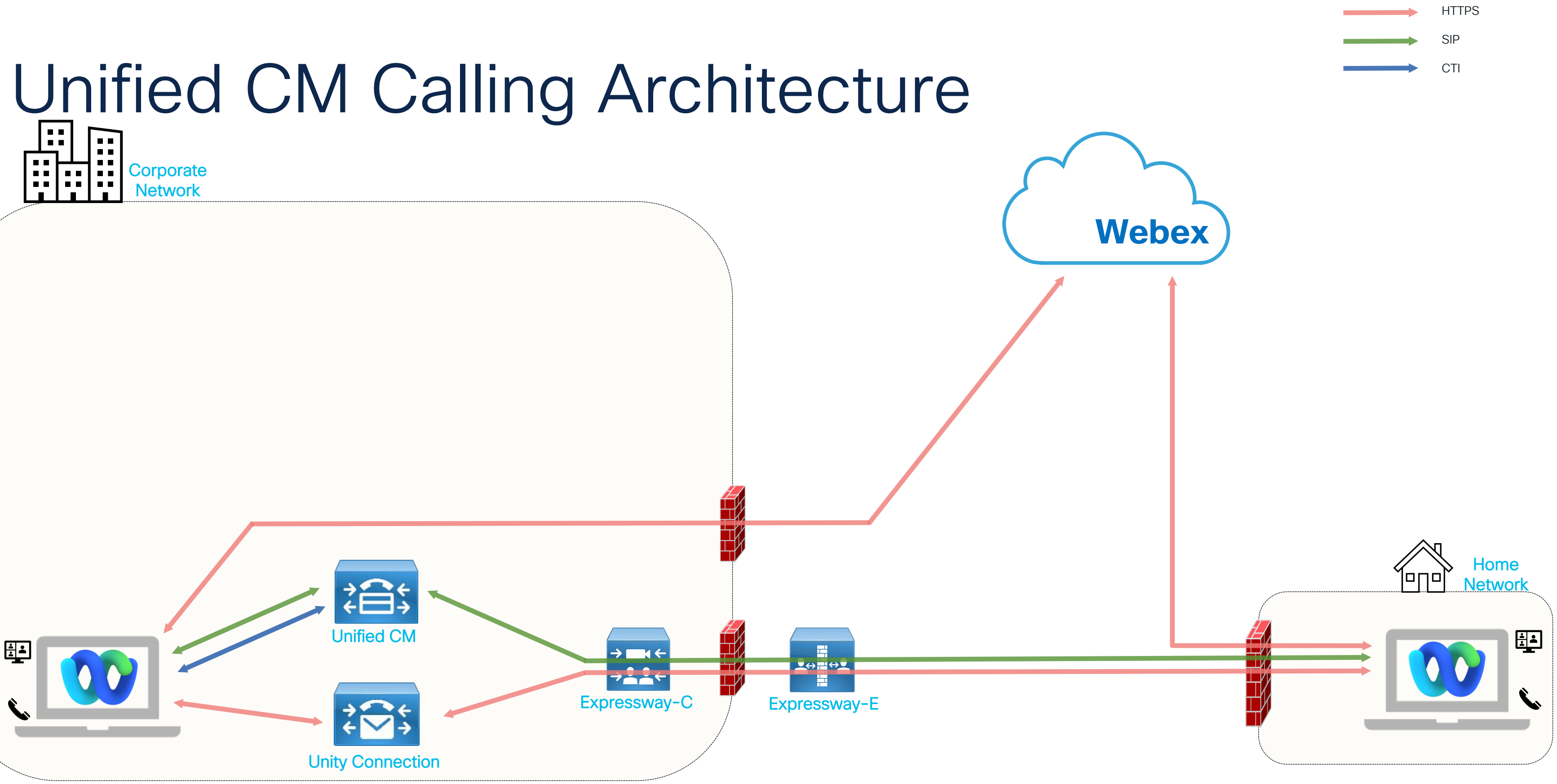


Webex Calling Architecture

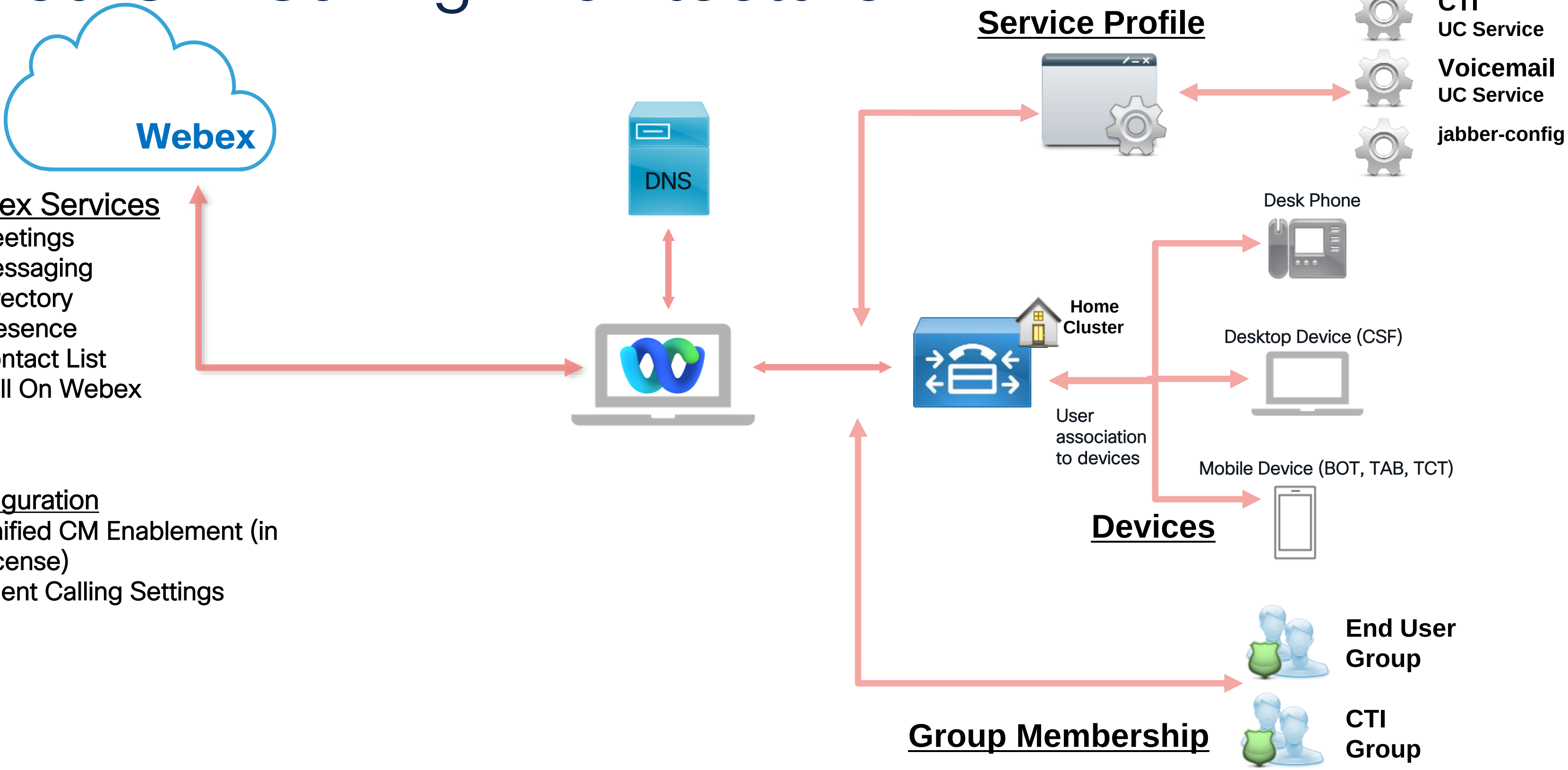


Recommended Session
BRKCOL-2481a
BRKCOL-2481b

Unified CM Calling Architecture



Unified CM Calling Architecture



Webex

DNS

Service Profile

CTI
UC Service

Voicemail
UC Service

jabber-config

Desk Phone

Home
Cluster

Desktop Device (CSF)

User
association
to devices

Mobile Device (BOT, TAB, TCT)

Devices

End User
Group

CTI
Group

Group Membership

Webex Services

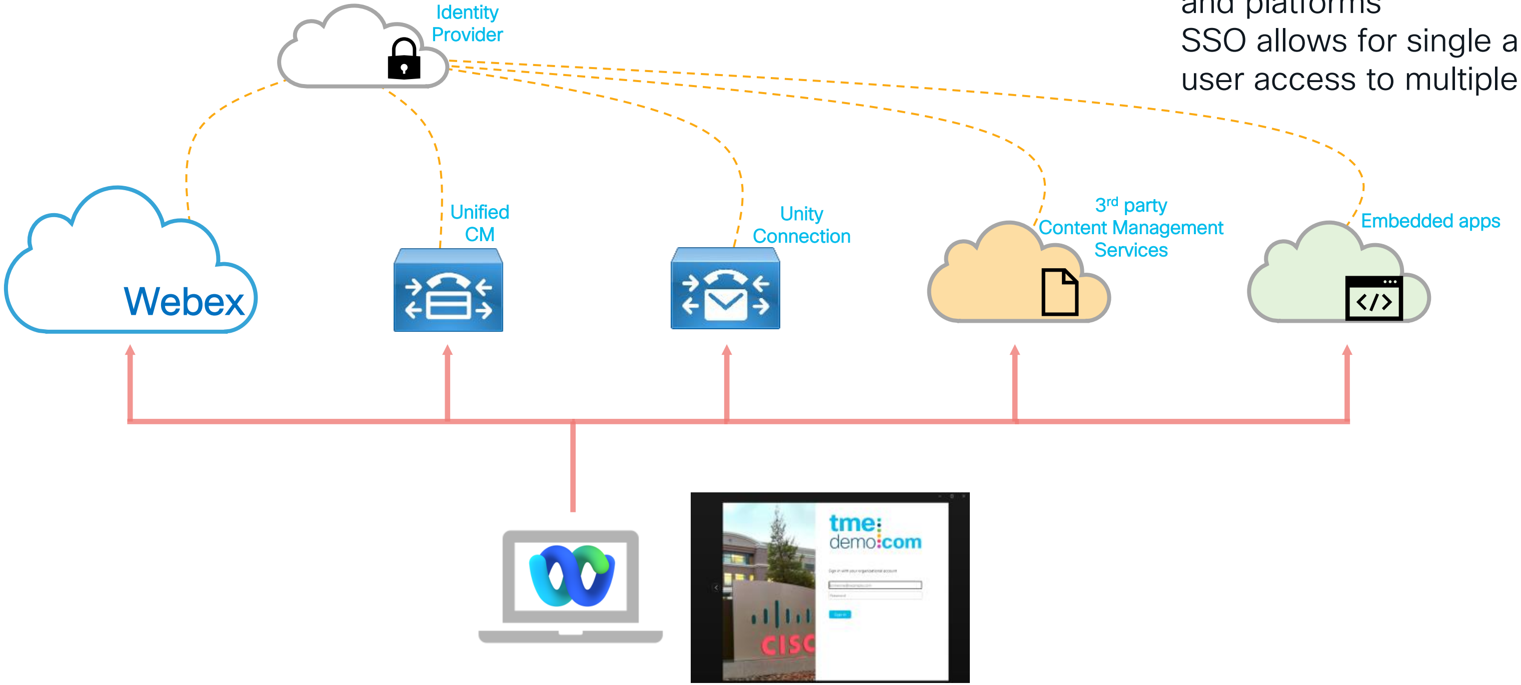
- Meetings
- Messaging
- Directory
- Presence
- Contact List
- Call On Webex

Configuration

- Unified CM Enablement (in License)
- Client Calling Settings

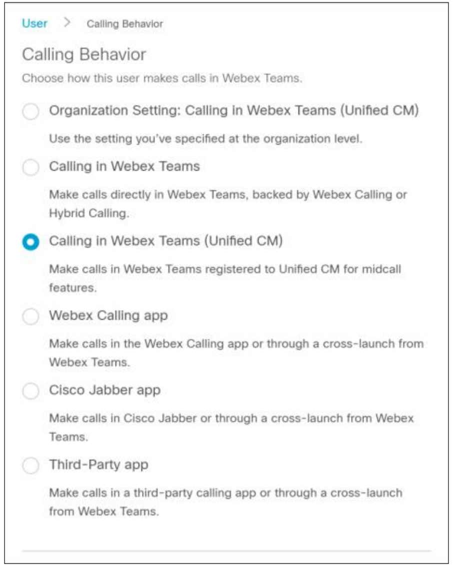
Single Sign On with Unified CM Calling

Webex App can connect to multiple services and platforms
SSO allows for single authentication, granting user access to multiple platforms services



Unified CM Calling Setting has moved to Calling License

Calling Behavior



User > Calling Behavior

Calling Behavior

Choose how this user makes calls in Webex Teams.

○ Organization Setting: Calling in Webex Teams (Unified CM)

Use the setting you've specified at the organization level.

○ Calling in Webex Teams

Make calls directly in Webex Teams, backed by Webex Calling or Hybrid Calling.

● Calling in Webex Teams (Unified CM)

Make calls in Webex Teams registered to Unified CM for midcall features.

○ Webex Calling app

Make calls in the Webex Calling app or through a cross-launch from Webex Teams.

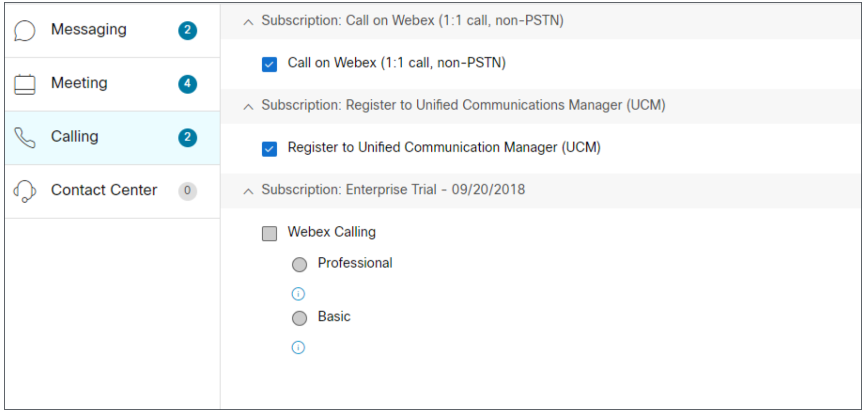
○ Cisco Jabber app

Make calls in Cisco Jabber or through a cross-launch from Webex Teams.

○ Third-Party app

Make calls in a third-party calling app or through a cross-launch from Webex Teams.

Calling License Template



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Subscription: Enterprise Trial - 09/20/2018

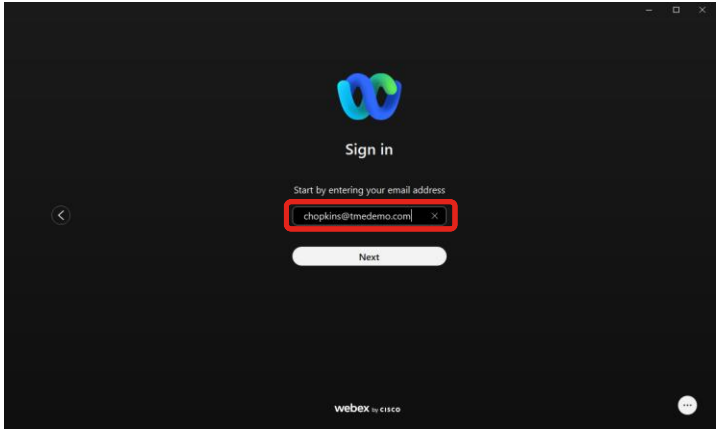
☐ Webex Calling

○ Professional

○ Basic

HTTPS

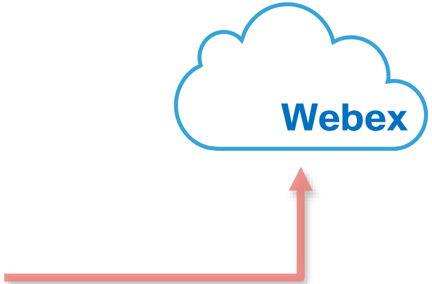
Unified CM Discovery



Sign in

Start by entering your email address

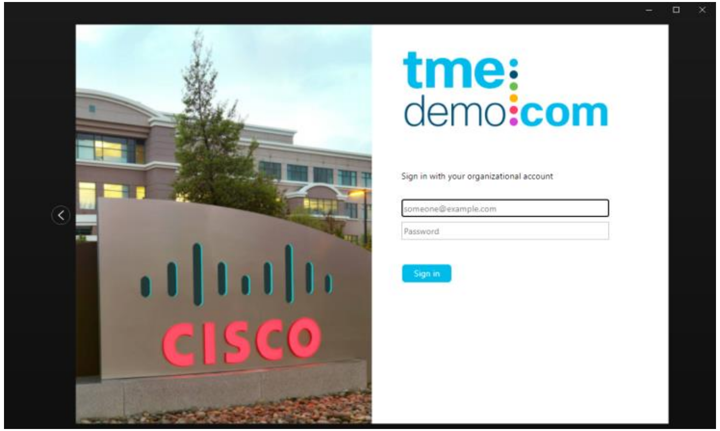
chopkins@tmedemo.com



- Webex App first time start
- User enters email address
    - chopkins@tmedemo.com
- Webex App connects to Webex login service

→ HTTPS

Unified CM Discovery



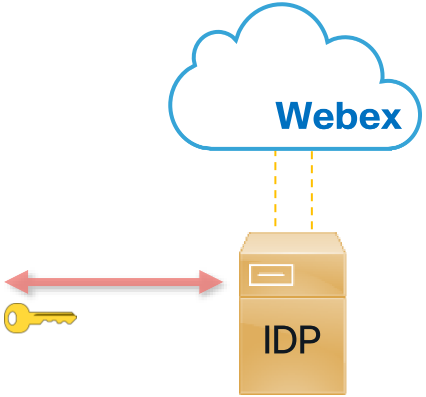
tme:demo:com

Sign in with your organizational account

someone@example.com

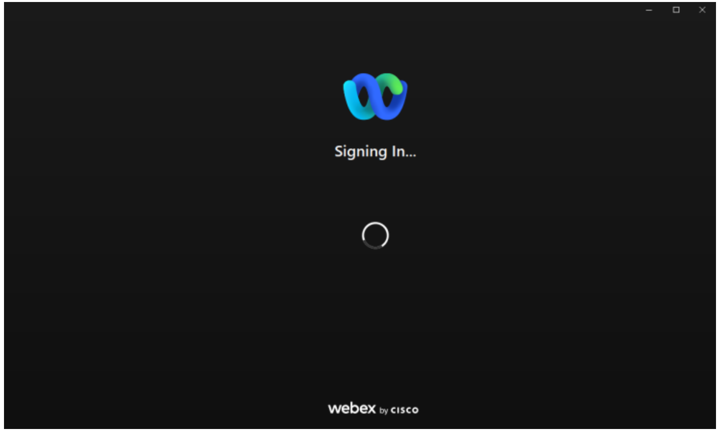
Password

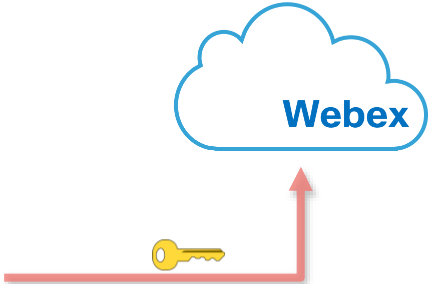
Sign in



- Webex Org is SSO enabled.
- Webex app enters SSO mode
  - Embedded browser displayed
  - Embedded browser connects to the IDP
- User authenticates
- IDP issues SAML assertion

Unified CM Discovery

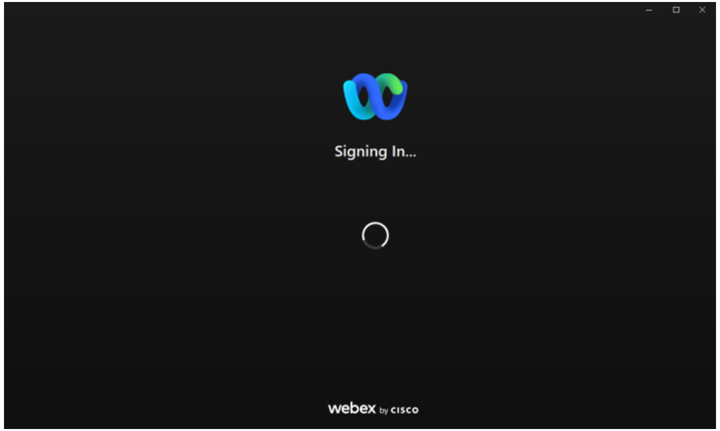


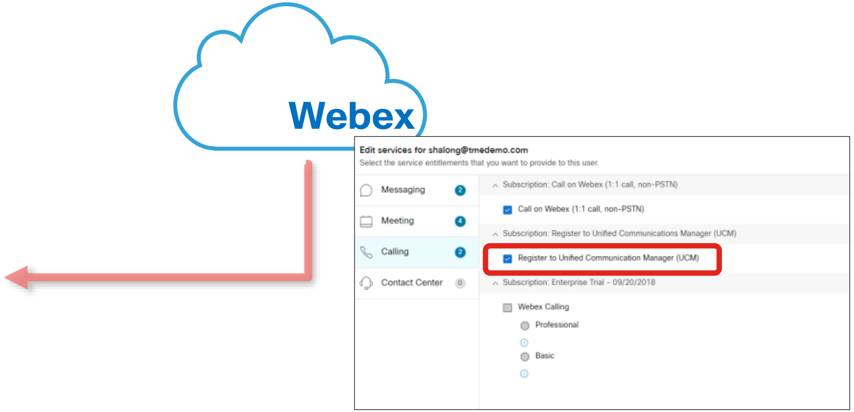


- Webex App uses SAML assertion to authenticate to Webex service
- Webex grants Webex app Access (issues OAuth tokens)

HTTPS

Unified CM Discovery





Edit services for shalong@tmedemo.com
Select the service entitlements that you want to provide to this user.

Subscription: Call on Webex (1:1 call, non-PSTN)
☑ Call on Webex (1:1 call, non-PSTN)

Subscription: Register to Unified Communications Manager (UCM)
☑ Register to Unified Communication Manager (UCM)

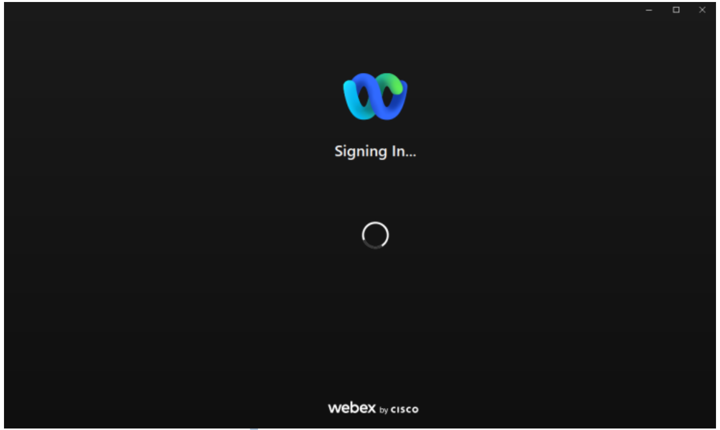
Subscription: Enterprise Trial - 09/20/2018
☐ Webex Calling
○ Professional
○ Basic

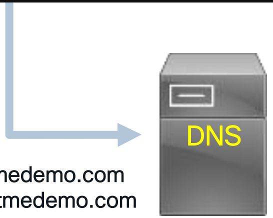
- Webex App retrieves user config including licensing
- Webex App connects to applicable cloud services
- Webex App retrieves calling setting “Register to Unified Communication Manager (UCM)”

→ DNS

Unified CM Discovery

Initial Email = chopkins@tmedemo.com





_cisco-uds._tcp.tmedemo.com
_collab-edge._tls.tmedemo.com

- Webex App queries DNS
  _cisco-uds._tcp.tmedemo.com

  _collab-edge._tls.tmedemo.com

- Internal DNS Server:
  _cisco-uds -> UCM A record

- External DNS Server:
  _collab-edge -> Expressway-E A record

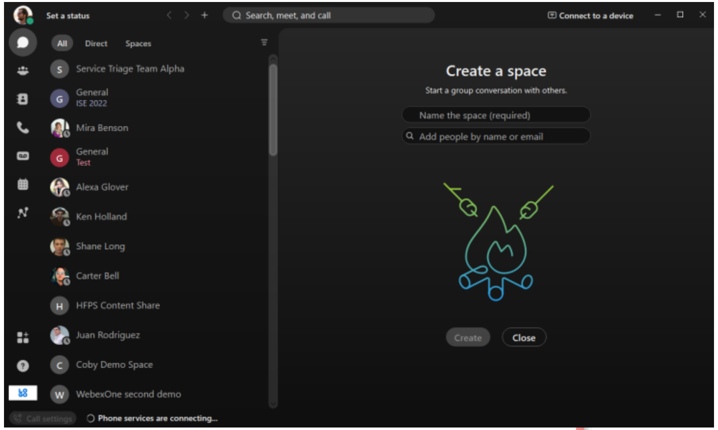
Voice Services Domain = tmedemo.com

- If the Unified CM domain is different to the Webex domain, additional Voice Services Domains can be configured (per user/org) in Control Hub

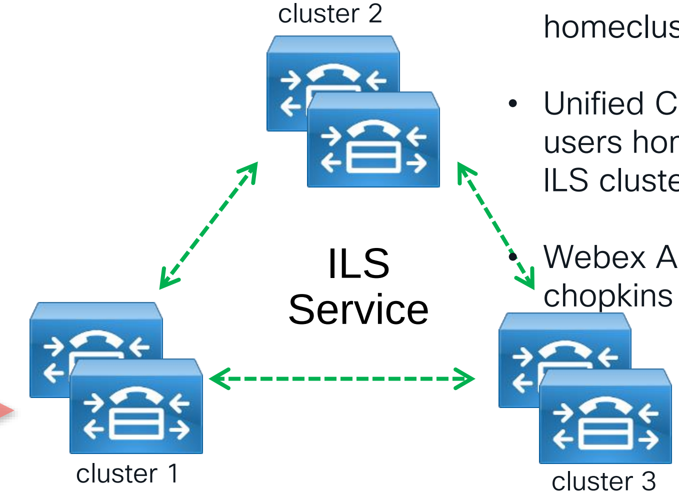
Unified CM Discovery

HTTPS

- Webex App queries for **homecluster** against the Unified CM node returned from DNS query
- Query uses the users Webex ID to determine Unified CM homecluster
- Unified CM is aware of every users homecluster for the entire ILS cluster
- Webex App is redirected to chopkins home cluster



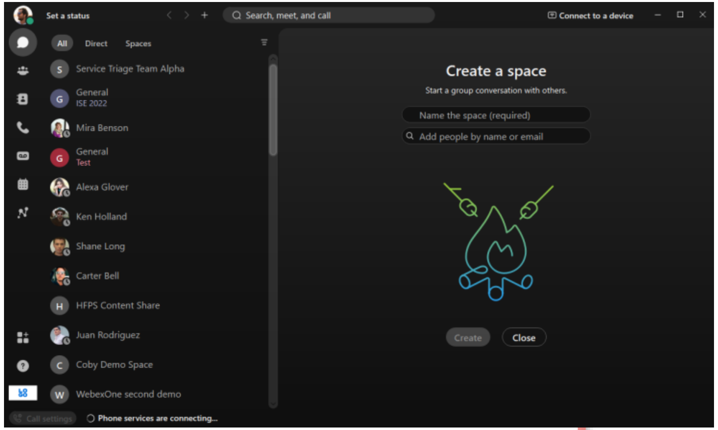
chopkins@tmedemo.com



`https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?`**`username=chopkins`**
`https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?`**`email=chopkins@tmedemo.com`**

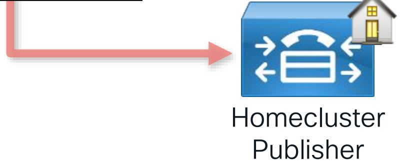
HTTPS

Unified CM Discovery



Start a group conversation with others.

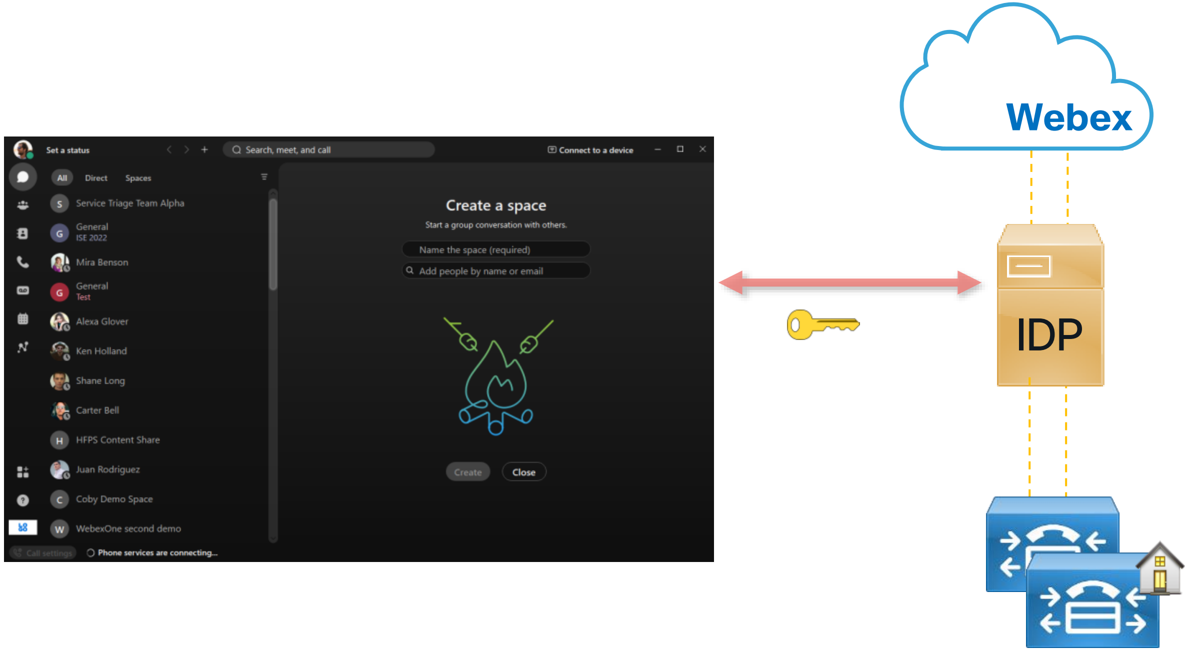
Phone services are connecting...



- Webex App connects to homecluster publisher node
- Unified CM challenges for authentication

→ HTTPS

Unified CM Discovery

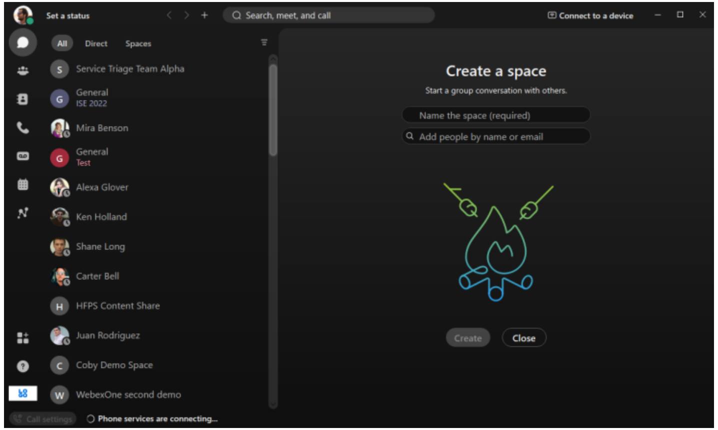


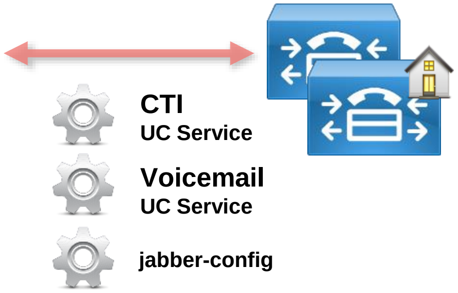
Create a space

Start a group conversation with others.

- Homecluster is SSO enabled
- Webex App uses the existing SAML token to gain access to Unified CM without the need for the user to manually authenticate
- Without SSO the user would have a secondary login requirement

Unified CM Discovery

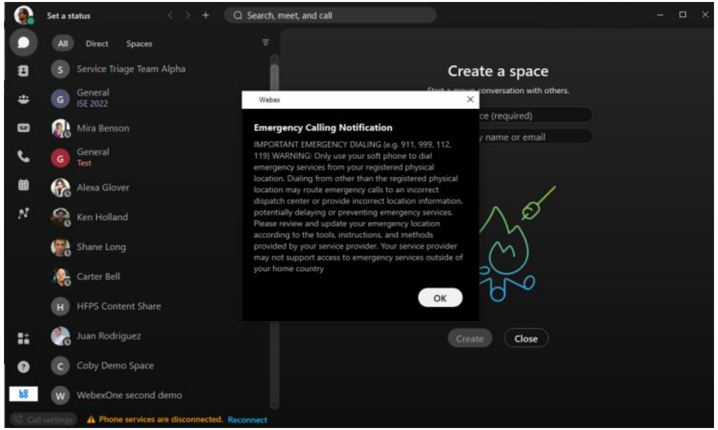




- Webex App downloads Service Profiles and jabber-config
- Webex App connects to available services
    - SIP/CTI
    - Voicemail

HTTPS

Unified CM Discovery



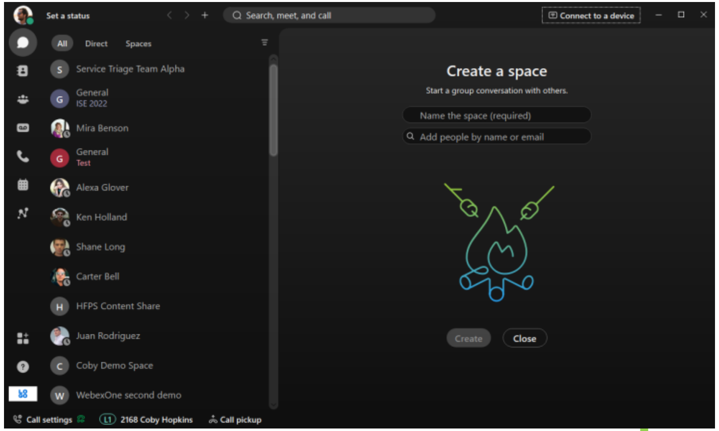
Emergency Calling Notification

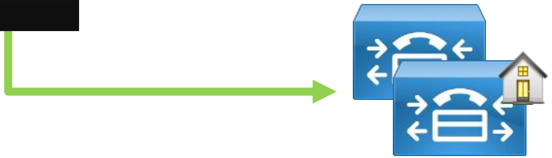
IMPORTANT EMERGENCY DIALING (e.g. 911, 999, 112, 119) WARNING: Only use your soft phone to dial emergency services from your registered physical location. Dialing from other than the registered physical location may route emergency calls to an incorrect dispatch center or provide incorrect location information, potentially delaying or preventing emergency services. Please review and update your emergency location according to the tools, instructions, and methods provided by your service provider. Your service provider may not support access to emergency services outside of your home country

- User is prompted to accept Emergency Calling Notification Message before they can make a call
- By default the prompt is shown on first login only, but the admin can change this to never or every login
- The Emergency Notification message is customizable

SIP

Unified CM Discovery





- Webex App performs SIP registration against a node as per UC Manager Group preferences
- Appropriate device type must be configured
  - Desktop: CSF
  - Tablet: TAB
  - iPhone: TCT
  - Android Phone: BOT

Unified CM Discovery Best Practices

- Voice Services Domain
  - Keep it simple – try to use the Webex/email domain as the Voice Services Domain. Remember, the _cisco-uds and _collab-edge SRV domains, do not need to be the same as the Unified CM/Expressway domains

- Certificate Validation
  - Webex App will validate a TLS certificate from each Expressway/Unified CM/Unity Connection node it connects to. Ensure that the certificates installed on each of these services is trusted i.e. CA signed

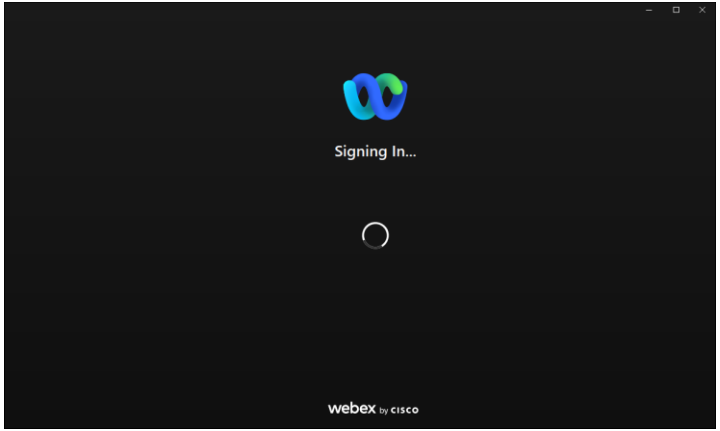
- Webex and Unified CM User Identity
  - Webex App will use the users Webex identity as the Unified user identity (userID or email). Ensure that the Unified CM email attribute is populated for each user (with the email address matching the Webex identity)

- Authentication
  - SSO enable both the Webex Org and Expressway/Unified CM/Unity Connection (using the same IDP!). Without this, users will have multiple login prompts when signing into the app. For Webex App on mobile deployments, ensure Unified CM is 12.5(1)su4 and later, Expressway X14 and later (SSO redirect URI)

- Unified CM OAuth Refresh Token Flow
  - Enable OAuth Refresh token flow on Unified CM. User will not need to reauthenticate to Unified CM for defined period of token (default = 60 days). Allows admin to enable secure SIP calling (SIP OAuth)

- See https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf

Subsequent Logins

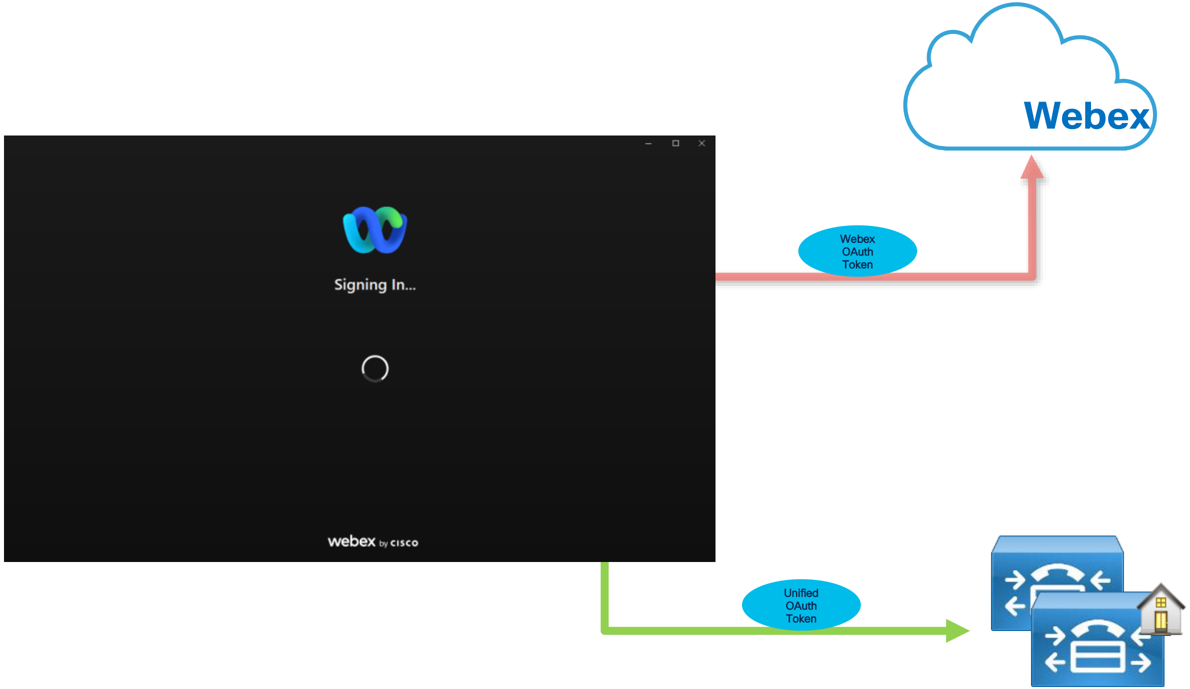


Signing In...

- The first time Webex App login is a serial login
  1. Connect to Webex
  2. Connect to Unified CM

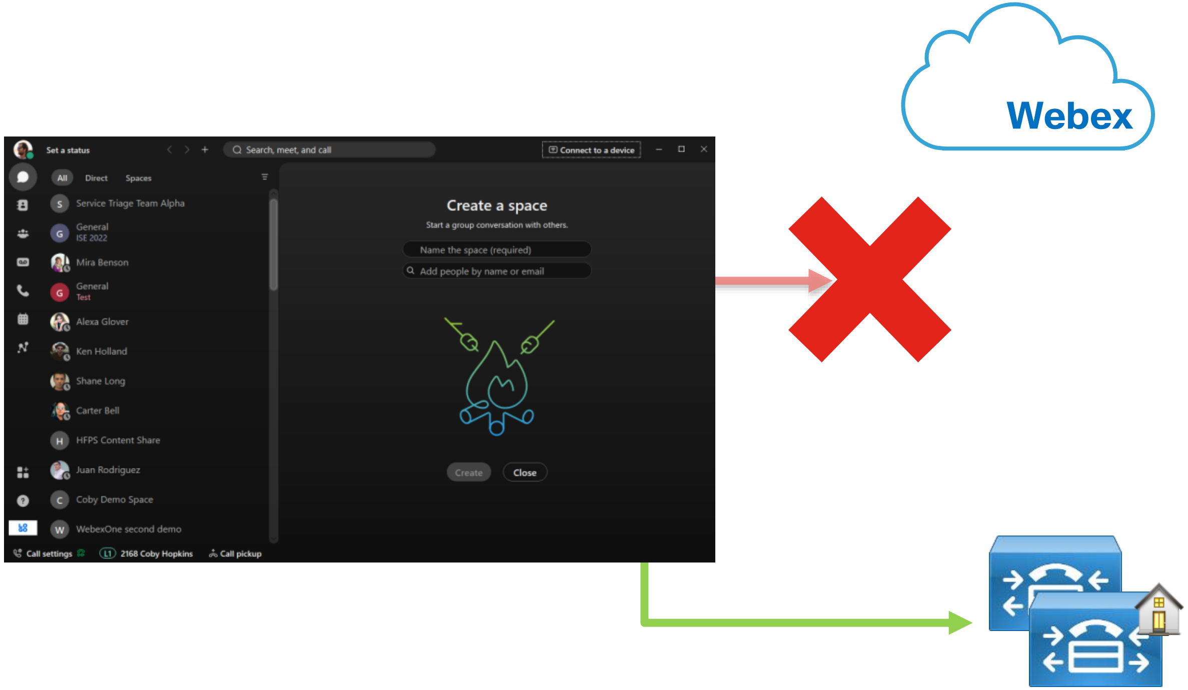
- After the first time login, Webex App connects to services in parallel (based on cached config)

Subsequent Logins



- The first time Webex App login is a **serial** login
  1. Connect to Webex
  2. Connect to Unified CM
- After the first time login, Webex App connects to services in **parallel** (based on cached config)

Calling Redundancy



- If Webex services are inaccessible (e.g. WAN outage, loss of internet access), Webex App will still be able to register to on premise Unified CM for calling
- Features dependent on Webex services will be unavailable e.g. presence, directory search (previous directory lookups will be cached locally)

Jabber to Webex App Migration

Recommended Session
BRKCOL-2245

Feature parity

Webex App reached feature parity with Cisco Jabber for most knowledge workers

		Webex App (Unified CM)	Cisco Jabber
Messaging	IM-only Share	☑	☑
	Remote Desktop Control (Mouse & Keyboard)	☑ (via Call on Webex)	☑
Device	Desk-phone Control	☑	☑
Calling	HD Video & Audio Softphone	☑	☑
	Contacts (Corporate, Personal, Local Search)	☑	☑
	In-a-call Presence, DND	☑ (Clients only)	☑ (All Devices)
	Hold/Resume, Consultative Transfer, Conference	☑	☑
	Call History	☑	☑
	Voicemail (Visual & MWI & Call VM)	☑	☑
	Hunt Group	☑	☑
	Call Pickup	☑	☑
	Call Park	☑	☑
	Extend & Connect & Dial-via Office	☑	☑
	In-Call Sharing	☑	☑
	Call Recording	☑	☑
	Multi-Line	☑	☑
	Emergency Calling Behavior, Disclaimer	☑	☑
	ICE Media Optimization	☑	☑
	Far End Camera Control	☑	☑
	3rd Party Headset Control	☑ Window + Mac	☑ Windows
	CTI-Control by Other Application	☑	☑
	Enterprise Contact Center (UCCE/X) Support	☑	☑
	Virtual Desktop Integration (VDI)	☑	☑

Jabber to Webex App Migration

Contact center features

Webex App supports advanced calling features for Contact Center environments (UCCE and UCCX)

- Make/receive call
- Hold/resume
- Transfer
- Conference
- DTMF
- Recording (BIB)
- Multi-line
- Silent monitoring
- Call notification control for admin
- Call windows control for user and admin
- Zip tone for auto pickup
- Whisper Announcement
- cBarge
- Agent greeting

Jabber to Webex App Migration

Incremental features

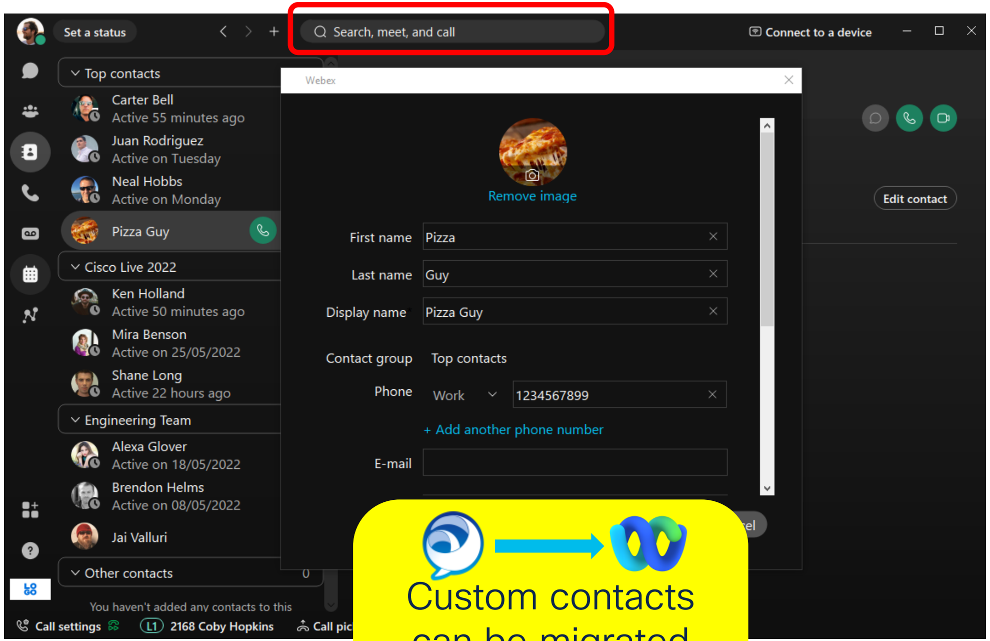
Webex App delivers many more new calling and meetings features comparing to Cisco Jabber

- Group chat escalation to a meeting
- Wireless share & whiteboard with cloud devices
- Proximity pair with Joining Meeting and 1:1 calling
- Seamless move between device and Webex app
- Seamless call handover between networks
- B2B2C app-to-app calling with annotation and whiteboard
- App share with desk-phone control
- Move call to meeting

- Blur, virtual & custom background
- Noise removal and music mode
- Cisco headset management / control
- Quick call window (coming)
- E911RedSky native support (coming)
- Auto device provisioning (coming)

... and many more to come!

Contacts and Search



Top contacts
Carter Bell
Active 55 minutes ago
Juan Rodriguez
Active on Tuesday
Neal Hobbs
Active on Monday
Pizza Guy

Cisco Live 2022
Ken Holland
Active 50 minutes ago
Mira Benson
Active on 25/05/2022
Shane Long
Active 22 hours ago

Engineering Team
Alexa Glover
Active on 18/05/2022
Brendon Helms
Active on 08/05/2022
Jai Valluri

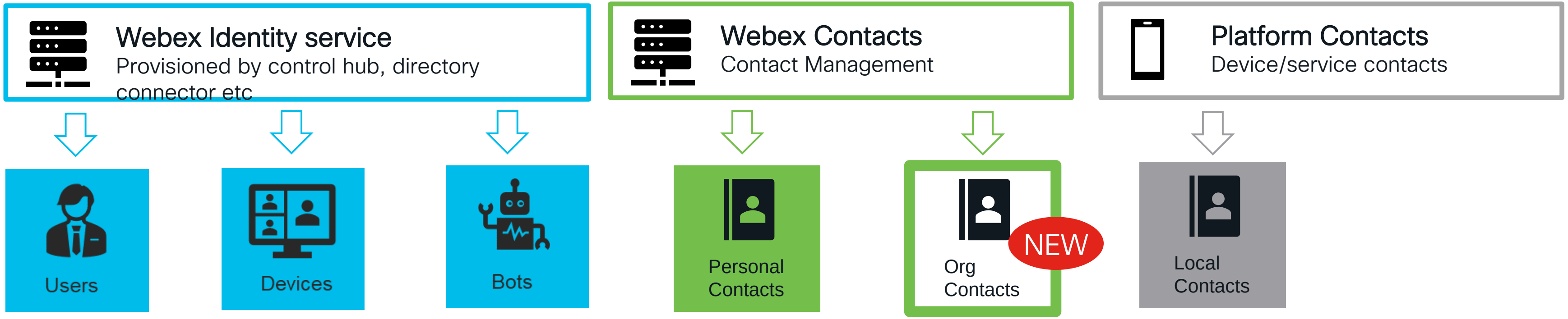
Other contacts 0
You haven't added any contacts to this

First name: Pizza
Last name: Guy
Display name: Pizza Guy
Contact group: Top contacts
Phone: Work 1234567899
E-mail:

Custom contacts can be migrated from Jabber to Webex App

- Users can add Webex contacts and Custom contacts to their personal contact list
- Webex Contacts
  - A Webex user
- Custom Contacts
  - A user who does not have a Webex account. User can add a number of attributes including 4 phone numbers
  - The custom contact is private to the user who adds
- Users can search for Webex for Webex users, Webex contacts and Custom contacts in the search bar
- Users can also search for org Webex devices and allowed bots using the search bar

Introducing Org Contacts



Webex Users
Users that have been provisioned in Webex service

Webex Devices
Video devices and phones that have been provisioned in Webex service

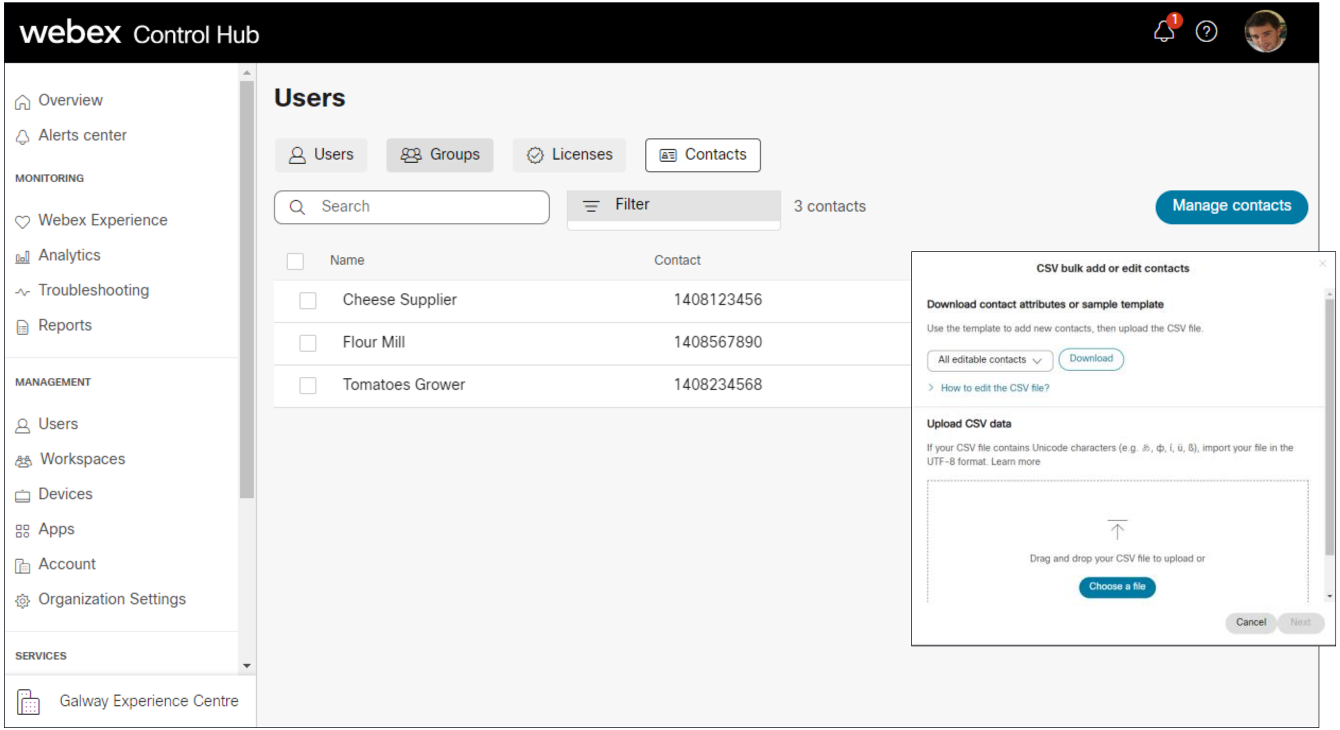
Webex Bots
Interactive Chat bots created in Webex

Personal Contacts
User created and viewable contacts, held in Webex available across clients.

Org Contacts
Admin created custom contacts, stored in Webex, searchable by all users in the organization
Add up to 200,000 org contacts per org

Local Contacts
Platform specific contacts
- IOS/Android contacts
- Outlook contacts
- Mac Contacts
- Device favourites

Populating Org Contacts



Name	Contact
Cheese Supplier	1408123456
Flour Mill	1408567890
Tomatoes Grower	1408234568

Download contact attributes or sample template

Use the template to add new contacts, then upload the CSV file.

How to edit the CSV file?

Upload CSV data

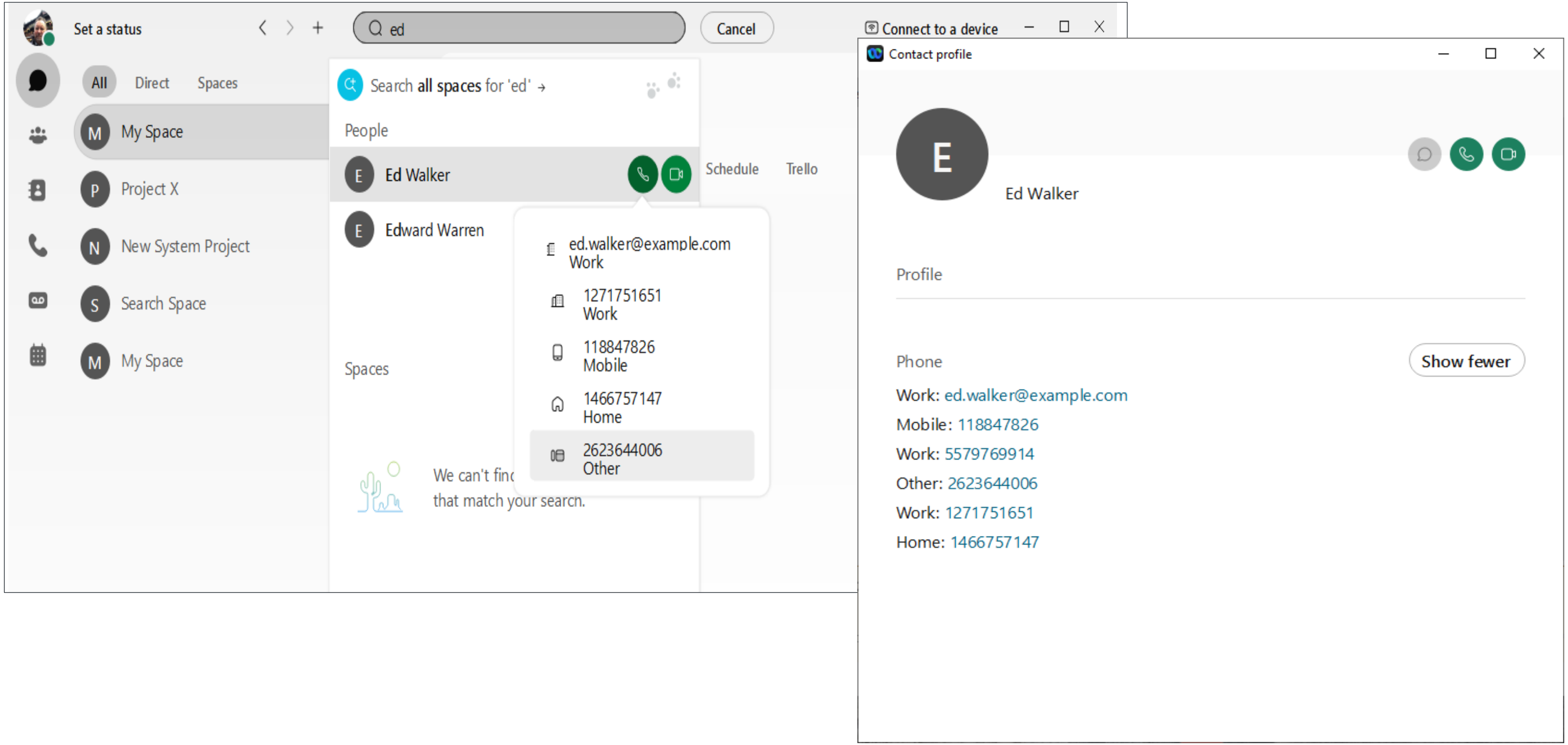
If your CSV file contains Unicode characters (e.g. あ, ф, ḯ, ü, ß), import your file in the UTF-8 format. Learn more

Drag and drop your CSV file to upload or

- New Contacts section in Users tab
- Manage Org contacts via CSV file
- Org contacts can have many attributes
  - Display Name
  - Up to 5 phone numbers per contact
  - Email
  - Address

- Org Contacts sync via CCUC is also available

Org Contacts



ed.walker@example.com
Work

1271751651
Work

118847826
Mobile

1466757147
Home

2623644006
Other

We can't find that match your search.

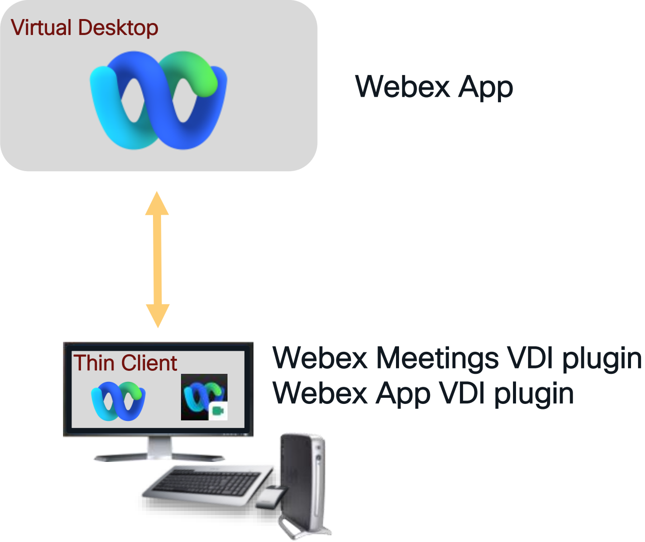
Ed Walker

Work: ed.walker@example.com
Mobile: 118847826
Work: 5579769914
Other: 2623644006
Work: 1271751651
Home: 1466757147

Webex App for VDI

Webex App for VDI

- Webex App can be deployed in a VDI environment
- In VDI, **real time media** workloads need special consideration
- Webex utilizes local plugins to offload real time media termination
- Webex Meetings VDI plugin
  - Webex Meetings
- Webex App VDI plugin
  - Call on Webex
  - Webex Calling
  - Unified CM Calling

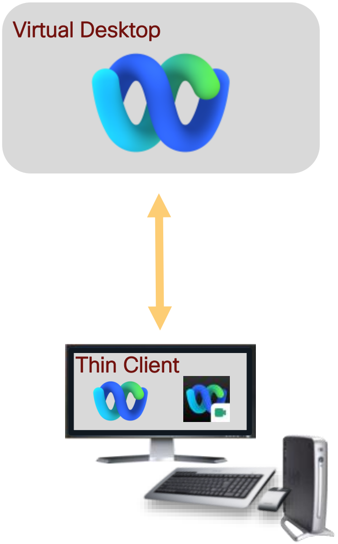

Virtual Desktop

Webex App

Thin Client

Webex Meetings VDI plugin
Webex App VDI plugin

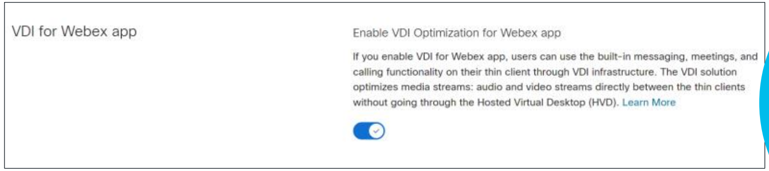
Supported Deployments



Supported Virtualization Services
Citrix Virtual Desktops
Citrix Virtual Apps
VMware Horizon
VMware Cloud
Azure Virtual Desktop (meetings not supported)

Supported Thin Clients
Windows / Windows Embedded
MacOS
Ubuntu
Unicon eLux
HP Thin Pro
IGEL OS
Dell Wyse ThinOS
10ZiG Thin Clients
Stratodesk No Touch OS

Getting Prepared for Deployment

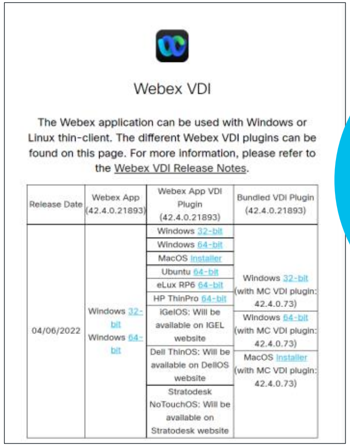


VDI for Webex app

Enable VDI Optimization for Webex app

If you enable VDI for Webex app, users can use the built-in messaging, meetings, and calling functionality on their thin client through VDI infrastructure. The VDI solution optimizes media streams: audio and video streams directly between the thin clients without going through the Hosted Virtual Desktop (HVD). Learn More

Enable VDI for Org in Control Hub



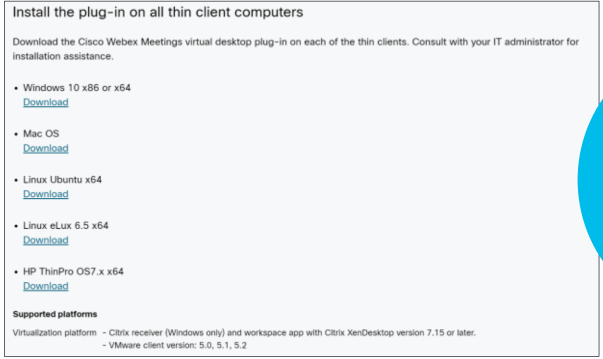
Webex VDI

The Webex application can be used with Windows or Linux thin-client. The different Webex VDI plugins can be found on this page. For more information, please refer to the Webex VDI Release Notes.

Release Date	Webex App (42.4.0.21893)	Webex App VDI Plugin (42.4.0.21893)	Bundled VDI Plugin (42.4.0.21893)
04/06/2022	Windows 32-bit Windows 64-bit	Windows 32-bit	Windows 32-bit (with MC VDI plugin: 42.4.0.73)
		Windows 64-bit	
		MacOS installer	
		Ubuntu 64-bit	
		eLux RP6 64-bit	
		HP ThinPro 64-bit	
		iGelOS: Will be available on IGEL website	Windows 64-bit (with MC VDI plugin: 42.4.0.73)
		Dell ThinOS: Will be available on DellOS website	MacOS Installer (with MC VDI plugin: 42.4.0.73)
		Stratodesk NoTouchOS: Will be available on Stratodesk website	

Download Webex App installer and VDI plugins from webex.com

https://www.webex.com/downloads/teams-vdi.html



Install the plug-in on all thin client computers

Download the Cisco Webex Meetings virtual desktop plug-in on each of the thin clients. Consult with your IT administrator for installation assistance.

- Windows 10 x86 or x64
  Download
- Mac OS
  Download
- Linux Ubuntu x64
  Download
- Linux eLux 6.5 x64
  Download
- HP ThinPro OS7.x x64
  Download

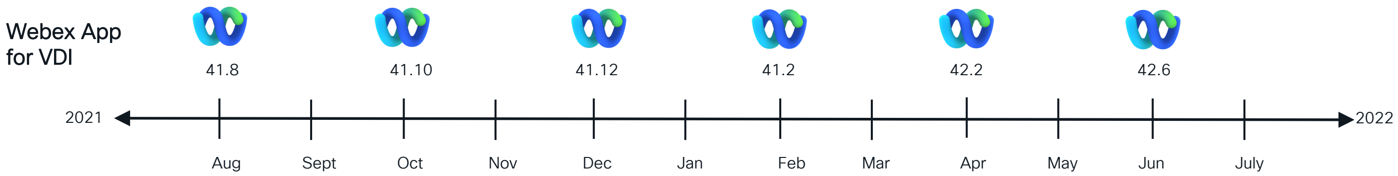
Supported platforms

Virtualization platform - Citrix receiver (Windows only) and workspace app with Citrix XenDesktop version 7.15 or later.
- VMware client version: 5.0, 5.1, 5.2

Download Webex Meetings VDI plugin from meetings site

https://*sitename*.webex.com/webappng/sites/*sitename*/dashboard/download

Webex App for VDI Install and Update



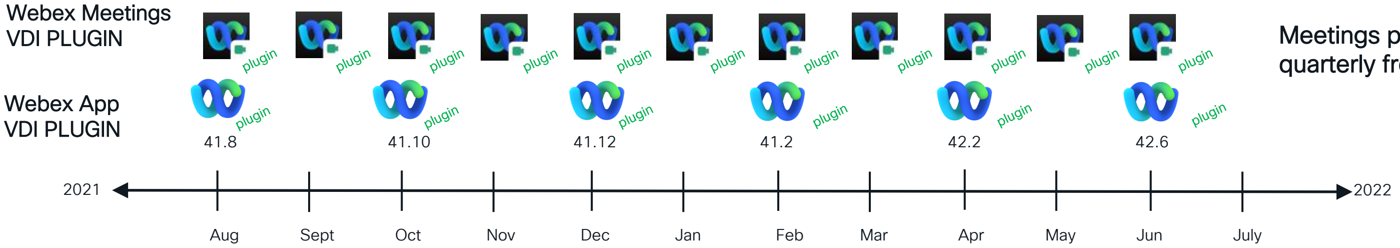
Release Calendar

Installation: `msiexec /i webex.msi ALLUSERS=1 ENABLEVDI=2 AUTOUPGRADEENABLED=1 ROAMINGENABLED=1 /quiet`

Switch	Purpose
ALLUSERS=1	Admin install to “Program Files”
ENABLEVDI=1	Webex App will auto detect VDI environment
AUTOUPGRADEENABLED=1	Webex App in VDI will auto update every 2 months
ROAMINGENABLED=1	User config/cache is stored AppData\Roaming (for non persistent VDI session)

For other installer options see
https://tinyurl.com/wbxvdi

Webex App VDI and Webex Meetings VDI Plugins



Meetings plugin moving to quarterly from 42.6

Release Calendar

Webex App on VDI is backward compatible with

- Webex App VDI Plugin **N-3** (6 months)
- Webex Meetings VDI Plugin **N-4** (4 months) (moving to N-8 post 42.6)

- Webex App VDI Plugin can be enabled for auto upgrade (Windows and Mac thin clients only). Webex App will download plugin updates and send to Thin Client via virtual channel
- On the VDI (where Webex App is installed) – set the registry key
  - HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Spark Native\
  - AutoUpgradeVDIPluginEnabled=1 (DWORD)

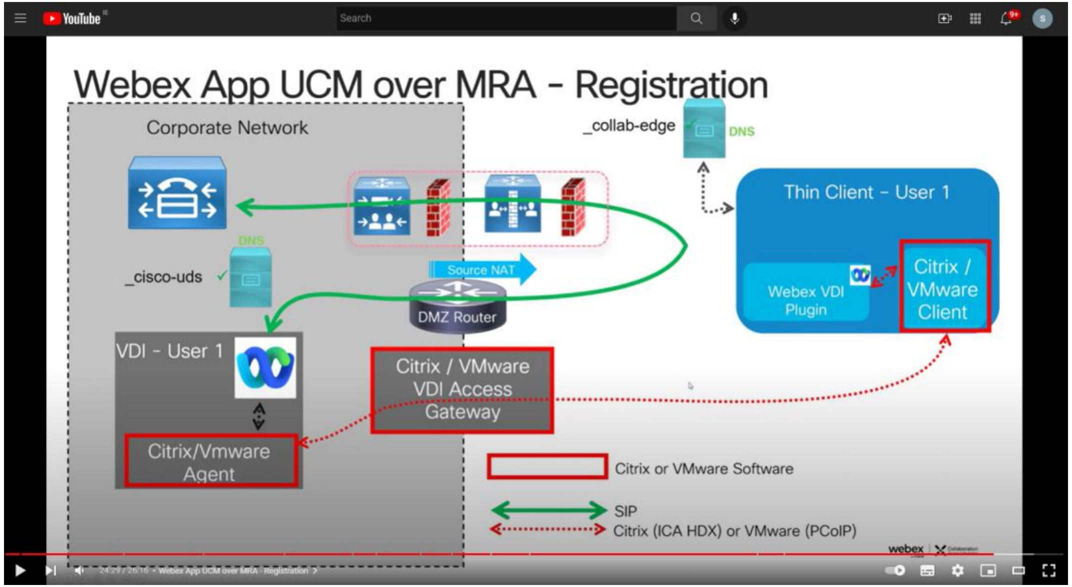
- Webex Meetings VDI Plugin must be kept up to date manually

Installation of VDI plugins:
Plugins can be installed individually or via the bundled installer

Webex VDI Call Flows

- Check out the Webex App VDI media flows overview
    - Webex Meetings
    - Call on Webex
    - Webex Calling
    - Unified CM Calling

- Call flow slides added to end of this deck ☺

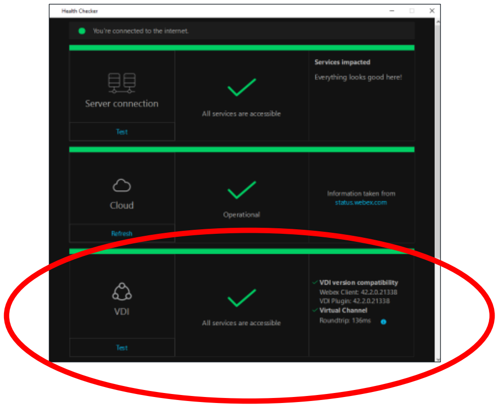

YouTube
Search
Webex App UCM over MRA - Registration
Corporate Network
_collab-edge
DNS
Thin Client - User 1
DNS
_cisco-uds
Source NAT
DMZ Router
Webex VDI Plugin
Citrix / VMware Client
VDI - User 1
Citrix / VMware VDI Access Gateway
Citrix/Vmware Agent
Citrix or VMware Software
SIP
Citrix (ICA HDX) or VMware (PCoIP)
webex
24:29 / 26:16 • Webex App UCM over MRA - Registration

https://www.youtube.com/watch?v=UF_A8X5tZdQ

Verifying Webex VDI

Webex VDI configuration can be verified in the app

Health Checker

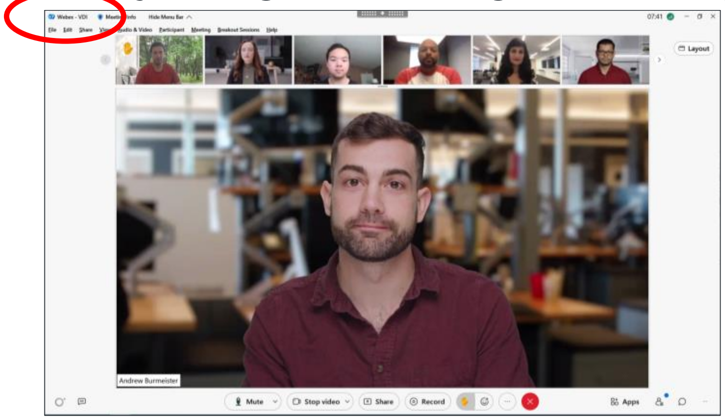


Health Checker

You're connected to the internet.

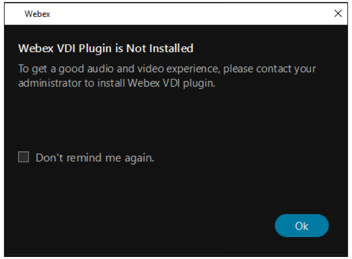
Server connection Test	✓ All services are accessible	**Services impacted** Everything looks good here!
Cloud Refresh	✓ Operational	Information taken from status.webex.com
VDI Test	✓ All services are accessible	✓ **VDI version compatibility** Webex Client: 42.2.0.21338 VDI Plugin: 42.2.0.21338 ✓ **Virtual Channel** Roundtrip: 136ms

When joining a meeting or making a call



VDI Fallback Mode

User notified at login

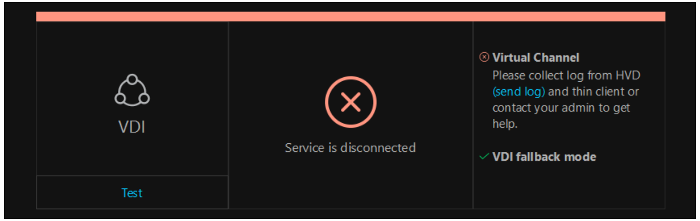


Webex VDI Plugin is Not Installed

To get a good audio and video experience, please contact your administrator to install Webex VDI plugin.

☐ Don't remind me again.

Health Check displays error



Service is disconnected

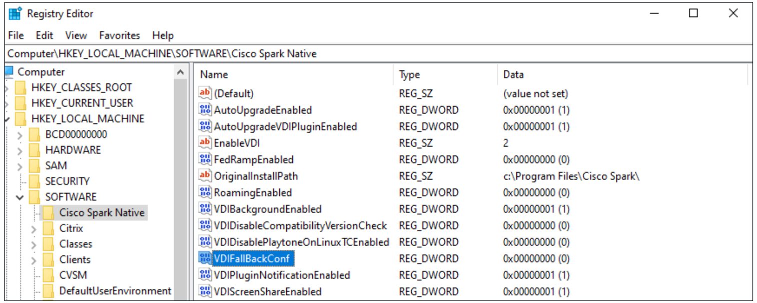
Virtual Channel

Please collect log from HVD (send log) and thin client or contact your admin to get help.

✓ **VDI fallback mode**

- If Webex VDI is broken (e.g. plugins not installed), Webex App in VDI will run in VDI fallback mode
- Fallback mode allows the user continue to join meeting and make calls, but in unoptimized mode
  - Media terminated on VDI
  - Media flows through display protocol
  - May result in poor audio/video experience

- Admin can control Fallback mode experience (via VDI registry)
  - E.g. disable video, disable screen sharing etc

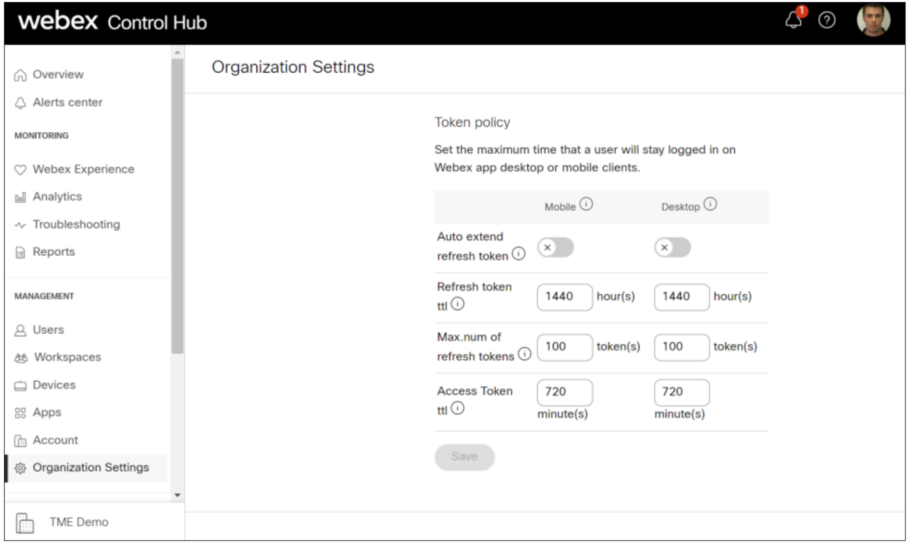


Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Spark Native

Name	Type	Data
(Default)	REG_SZ	(value not set)
AutoUpgradeEnabled	REG_DWORD	0x00000001 (1)
AutoUpgradeVDIPluginEnabled	REG_DWORD	0x00000001 (1)
EnableVDI	REG_SZ	2
FedRampEnabled	REG_DWORD	0x00000000 (0)
OriginalInstallPath	REG_SZ	c:\Program Files\Cisco Spark\
RoamingEnabled	REG_DWORD	0x00000000 (0)
VDIBackgroundEnabled	REG_DWORD	0x00000001 (1)
VDIDisableCompatibilityVersionCheck	REG_DWORD	0x00000000 (0)
VDIDisablePlaytoneOnLinuxTCEnabled	REG_DWORD	0x00000000 (0)
VDIFallBackConf	REG_DWORD	0x00000000 (0)
VDIPluginNotificationEnabled	REG_DWORD	0x00000001 (1)
VDIScreenShareEnabled	REG_DWORD	0x00000001 (1)

Security

Webex OAuth Token Management



Organization Settings

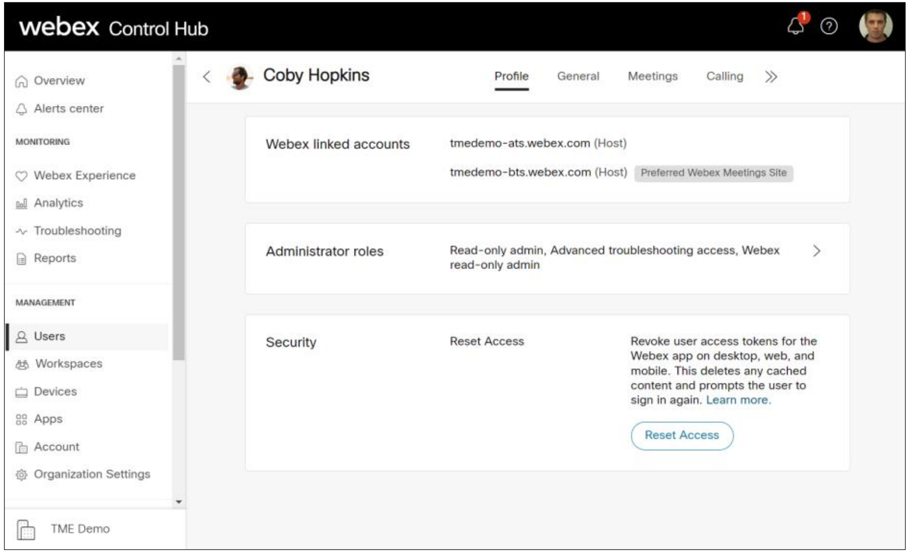
Token policy

Set the maximum time that a user will stay logged in on Webex app desktop or mobile clients.

	Mobile	Desktop
Auto extend refresh token	☒	☒
Refresh token ttl	1440 hour(s)	1440 hour(s)
Max.num of refresh tokens	100 token(s)	100 token(s)
Access Token ttl	720 minute(s)	720 minute(s)

- Webex service will issue the Webex App an OAuth Refresh token at login
- The Refresh token is stored securely on the device and used each time the App needs to fetch a new Access token
- Once the Refresh token expires, the user will need to re-authenticate
- Consider what settings work best for your environment
  - **NOTE**: Auto extend – In the past, this was set to on.
- Default Webex Refresh token = 60 days. Consider the Unified CM default Refresh token setting (60 days)

Revoking Access



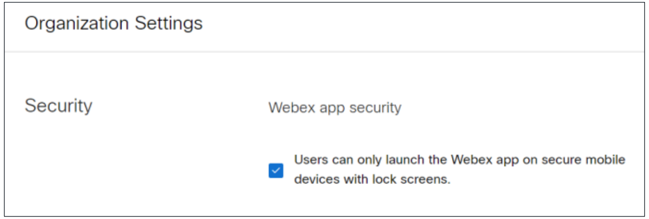
Webex linked accounts: tmedemo-ats.webex.com (Host)
tmedemo-bts.webex.com (Host) Preferred Webex Meetings Site

Administrator roles: Read-only admin, Advanced troubleshooting access, Webex read-only admin

Security: Reset Access
Revoke user access tokens for the Webex app on desktop, web, and mobile. This deletes any cached content and prompts the user to sign in again. Learn more.

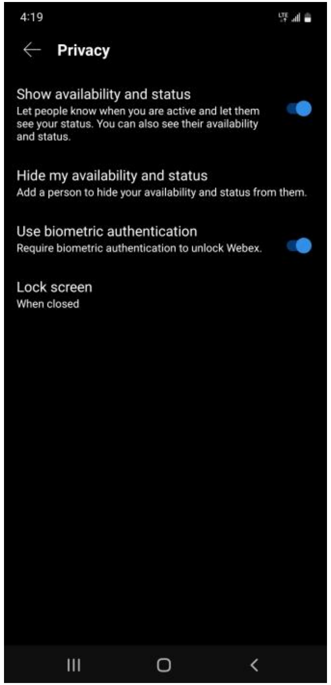
- Control Hub admin can revoke a users access via *Reset Access*
- Revoking Access can take up to 6 hours (ttl of the Access token)
- Once access is revoked the user will have to reauthenticate to access the Webex App

- Ensure that users have a screen lock



☑ Users can only launch the Webex app on secure mobile devices with lock screens.

Biometric Protection on Webex App for Mobile



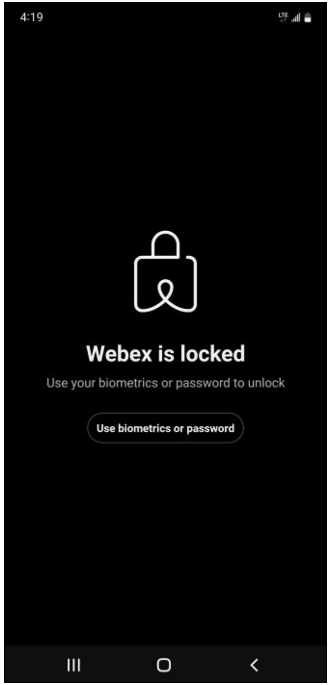
4:19

Show availability and status
Let people know when you are active and let them see your status. You can also see their availability and status.

Hide my availability and status
Add a person to hide your availability and status from them.

Use biometric authentication
Require biometric authentication to unlock Webex.

Lock screen
When closed



4:19

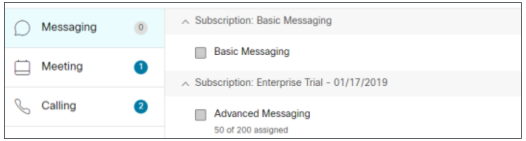
Webex is locked

Use your biometrics or password to unlock

- Users can enable an extra layer of security on their Webex for mobile app
- Biometric authentication setting forces the user to authenticate via Face ID or Fingerprint Unlock each time they launch the Webex App on iOS/Android
- The mobile device must support Face ID/Fingerprint Unlock

Service Entitlement (Modularity)

Service Entitlement



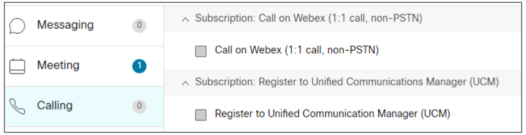
Messaging 0
Meeting 1
Calling 2

Subscription: Basic Messaging

☐ Basic Messaging

Subscription: Enterprise Trial - 01/17/2019

☐ Advanced Messaging
50 of 200 assigned



Messaging 0
Meeting 1
Calling 0

Subscription: Call on Webex (1:1 call, non-PSTN)

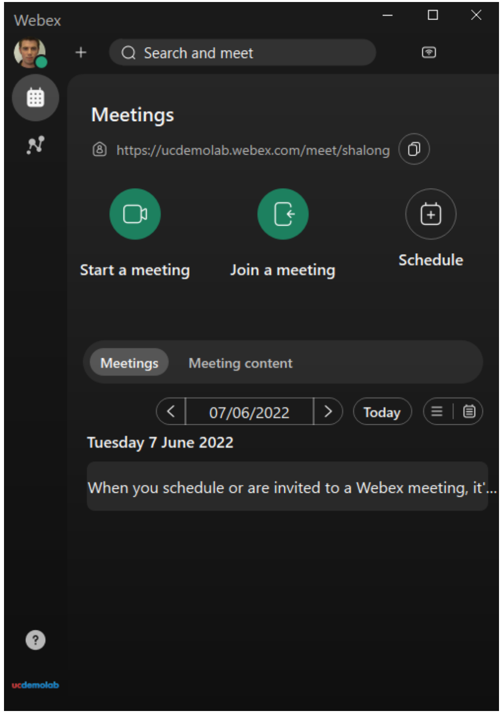
☐ Call on Webex (1:1 call, non-PSTN)

Subscription: Register to Unified Communications Manager (UCM)

☐ Register to Unified Communication Manager (UCM)

- Services can be unchecked in the license (Per org, group, user)
- e.g. To deploy a Meetings ONLY configuration, remove messaging service and calling service

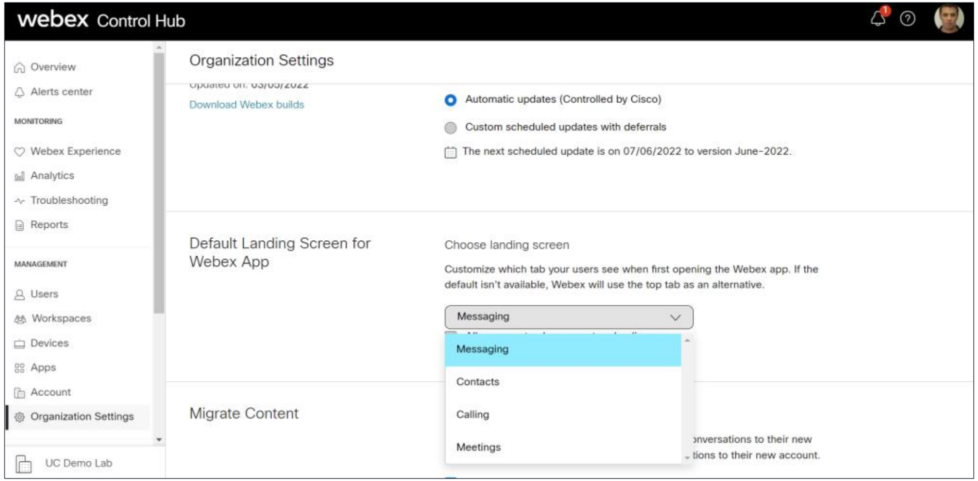
- BEWARE!
  - Removing messaging will also remove space meeting functionality (e.g. scheduling)
  - Users existing messages/files will be retained as per your orgs retention policy



Tuesday 7 June 2022

When you schedule or are invited to a Webex meeting, it'...

Default Landing Screen



Organization Settings

Download Webex builds

● Automatic updates (Controlled by Cisco)

○ Custom scheduled updates with deferrals

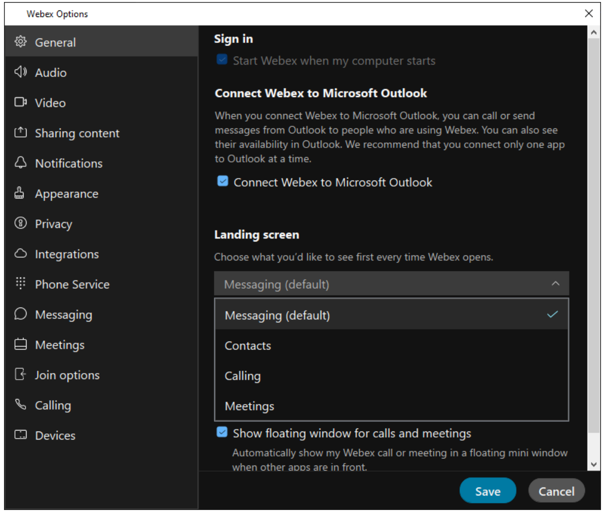
The next scheduled update is on 07/06/2022 to version June-2022.

Default Landing Screen for Webex App

Choose landing screen

Customize which tab your users see when first opening the Webex app. If the default isn't available, Webex will use the top tab as an alternative.

Migrate Content



Sign in

☑ Start Webex when my computer starts

Connect Webex to Microsoft Outlook

When you connect Webex to Microsoft Outlook, you can call or send messages from Outlook to people who are using Webex. You can also see their availability in Outlook. We recommend that you connect only one app to Outlook at a time.

☑ Connect Webex to Microsoft Outlook

Landing screen

Choose what you'd like to see first every time Webex opens.

☑ Show floating window for calls and meetings

Automatically show my Webex call or meeting in a floating mini window when other apps are in front.

Control Hub Admin can choose the default landing screen
Admin can also allow/deny the user from changing the default screen in the app

User can set their preferred default landing screen (if allowed by admin)

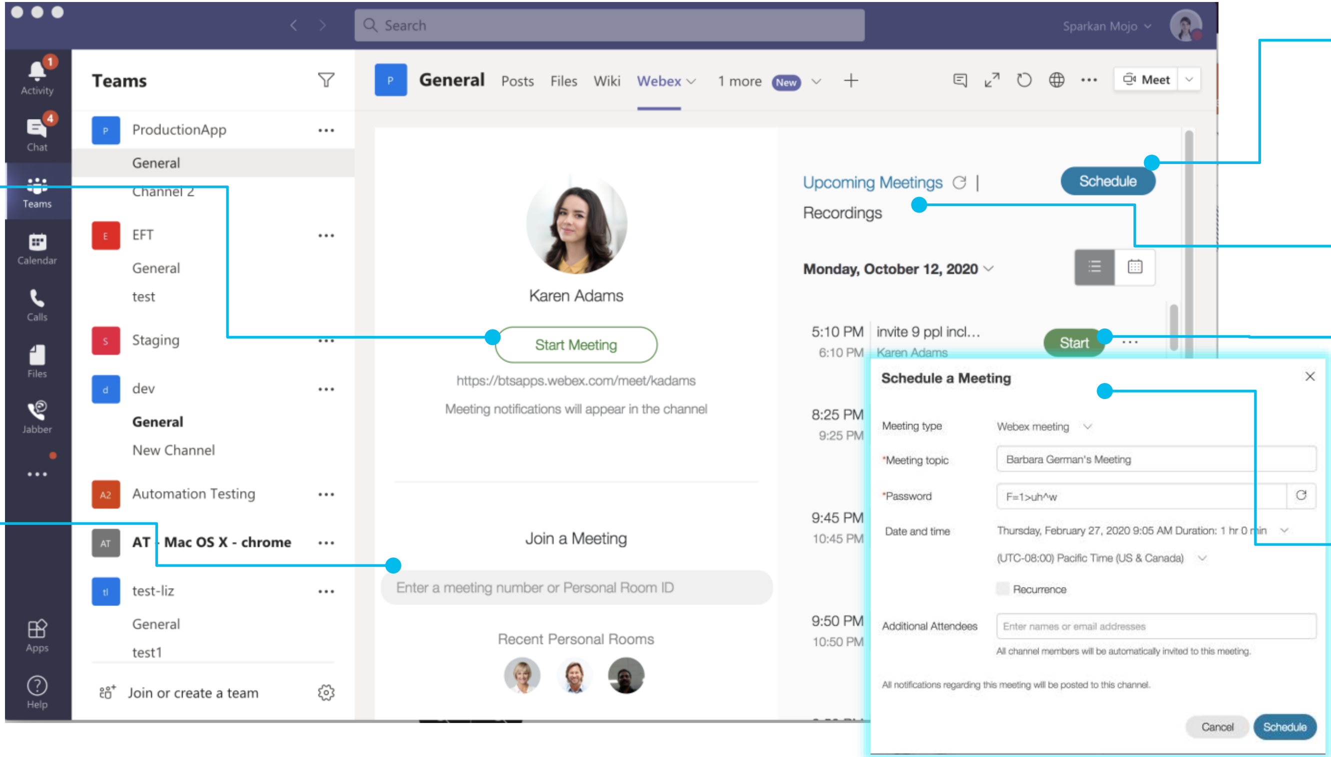
Microsoft Teams Integration

Bringing the power of Webex to Microsoft Teams

- Enable Microsoft Teams users for Webex Calling and Meetings
- Without having to switch apps or interrupting your workflow, you can seamlessly launch Webex calls and meetings
- Desktop and Mobile

- **Calling Integration**
  - Initiate Webex App based calling via the Microsoft Teams interface
  - Maintain existing Cisco calling infrastructure. Webex Calling or Unified CM.
  - Softphone Mode/Deskphone Control Mode
- **Meetings Integration**
  - Schedule, start and join Webex Meetings via the Microsoft Teams interface
  - Webex Calendar and Recordings
  - Real Time Notifications

Cisco Webex Meetings Tab for Microsoft Teams



https://btsapps.webex.com/meet/kadams

Meeting notifications will appear in the channel

Enter a meeting number or Personal Room ID

Meeting type: Webex meeting

*Meeting topic: Barbara German's Meeting

*Password: F=1>uh^w

Date and time: Thursday, February 27, 2020 9:05 AM Duration: 1 hr 0 min

(UTC-08:00) Pacific Time (US & Canada)

☐ Recurrence

Additional Attendees: Enter names or email addresses

All channel members will be automatically invited to this meeting.

All notifications regarding this meeting will be posted to this channel.

Start a Personal Room Meeting

Join a Meeting by number or Personal Room ID

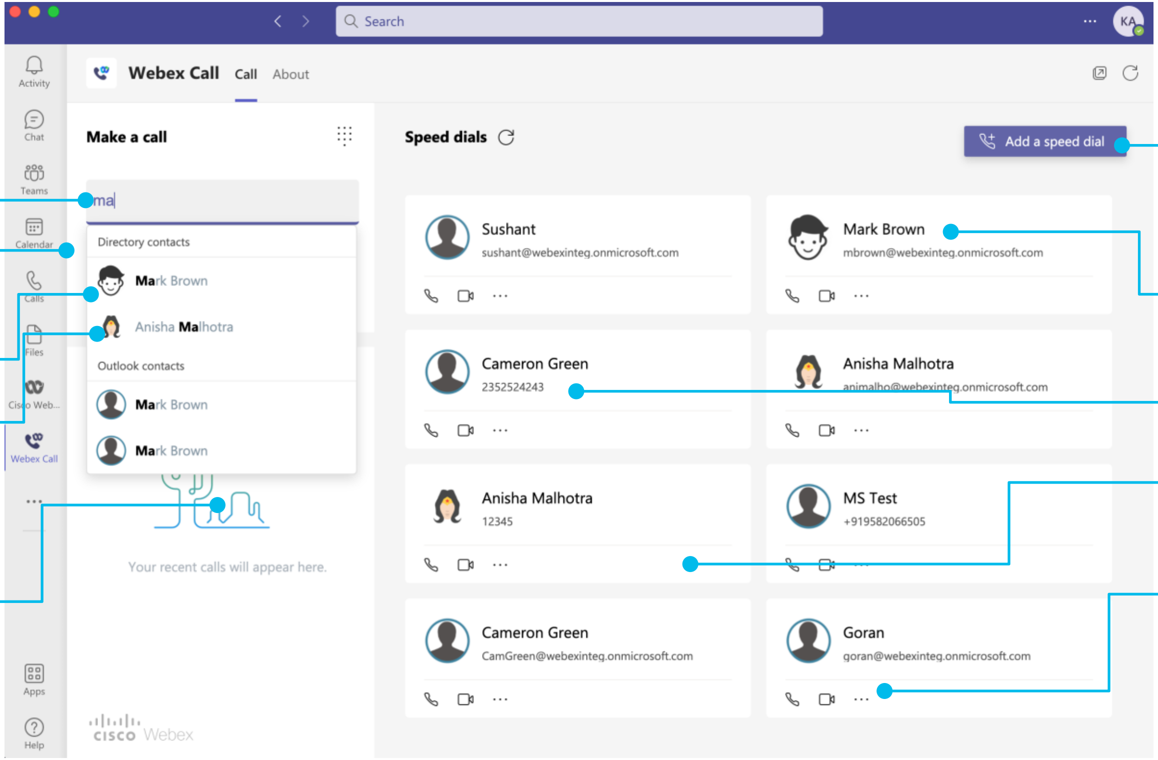
Schedule a Meeting

See upcoming Meetings and Recordings

Start or Join an upcoming Meeting

Easy to use scheduling

Cisco Webex Call Tab for Microsoft Teams



Your recent calls will appear here.

Call/Search Input
Enter a number, SIP address or type a name to search for a Azure AD/Outlook contact

Dial Tab
Access dial pad, contact search and speed dials

Azure AD Contacts

Outlook 365 Contacts

Call History
Access recent calls and call back

Add Speed dial
Click to add up to 25 speed dial cards

Speed dial
Pin frequent contacts as speed dials for easy access.

Call
Select number and call contact

Reorder
Drag and drop cards to organize them

Delete
click delete icon to remove speed dial

Microsoft Teams Integrations Roadmap

Calling

- Call History (Webex Calling & BroadWorks)
- Presence in real-time (Webex Calling & BroadWorks)
- Voice Mail (Webex Calling & BroadWorks)
- Re-designed Landing Page
- Call Tab Support in Mobile
- Dark Mode
- Multiple Calls Handling
- Presence in real-time (UCM)
- Call History (UCM)
- Voice Mail (Webex Calling & BroadWorks)
- Voice Mail (UCM)
- IL5 for Government

Meetings

- Global Deployment and Configuration (no Bot installation required)
- Schedule function for hybrid MS Exchange customers
- Presence for Members in Channel
- Native Webex Meetings Launch (within MS Teams)
- Calendar free/busy
- IL5 for Government

Technical Session Surveys

- Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live branded socks!
- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.
- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.

Cisco Learning and Certifications

From technology training and team development to Cisco certifications and learning plans, let us help you empower your business and career. www.cisco.com/go/certs

Pay for Learning with Cisco Learning Credits

(CLCs) are prepaid training vouchers redeemed directly with Cisco.

Learn

Cisco U.
IT learning hub that guides teams and learners toward their goals

Cisco Digital Learning
Subscription-based product, technology, and certification training

Cisco Modeling Labs
Network simulation platform for design, testing, and troubleshooting

Cisco Learning Network
Resource community portal for certifications and learning

Train

Cisco Training Bootcamps
Intensive team & individual automation and technology training programs

Cisco Learning Partner Program
Authorized training partners supporting Cisco technology and career certifications

Cisco Instructor-led and Virtual Instructor-led training
Accelerated curriculum of product, technology, and certification courses

Certify

Cisco Certifications and Specialist Certifications
Award-winning certification program empowers students and IT Professionals to advance their technical careers

Cisco Guided Study Groups
180-day certification prep program with learning and support

Cisco Continuing Education Program
Recertification training options for Cisco certified individuals

Here at the event? Visit us at **The Learning and Certifications lounge at the World of Solutions**

Continue your education

- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library
  for more sessions at www.CiscoLive.com/on-demand

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Thank you

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