



# Possibilities

#CiscoLive

# Deployment of Webex Teams in the Enterprise

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DGTL-BRKC0L-2106



#CiscoLive





# Agenda

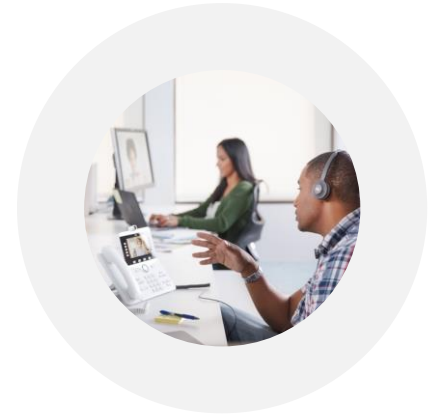
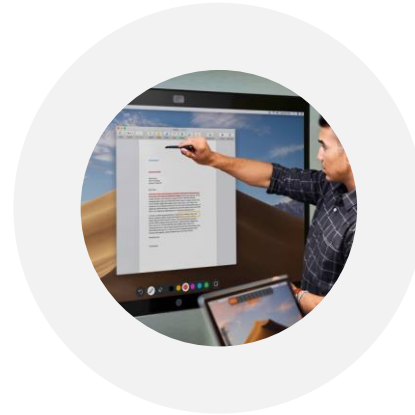
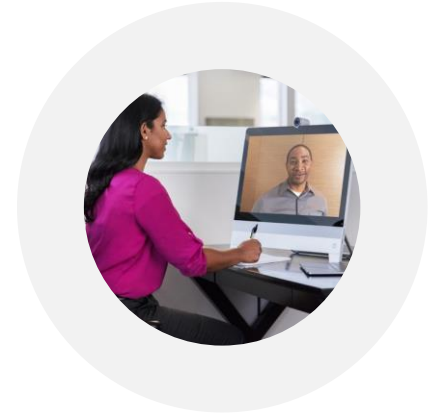
- Introduction
- Calling
- Messaging
- Meetings
- Migration and Deployment

# Webex Teams – Single Unified App

All of Cisco's Collaboration capabilities delivered in a single, well-integrated solution that delivers a consistent experience so users can do their best day-to-day work across all devices.

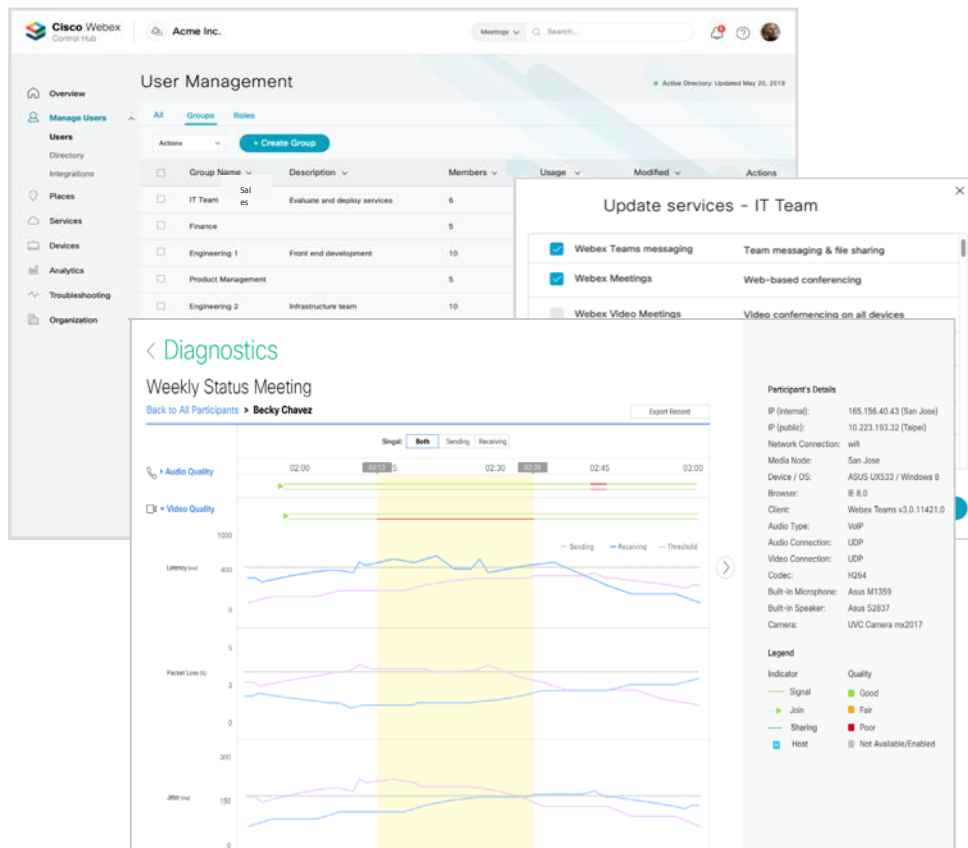
Easier work with improved collaboration for everyone.

- Enhanced messaging and integrations for existing Webex Meeting users
- Advanced meetings for existing Webex Teams messaging users
- A single-app experience for Meetings and Calling users
- Cloud managed via Webex Control Hub



# Webex Control Hub

- Single pane of glass for organization and user management
- Configure security policies and compliance settings for third party sharing options
- Advanced Analytics and Diagnostics to see detailed information for each meeting, device and participant for faster diagnostics
- Understand usage and adoption, and optimize resource usage
- <https://admin.webex.com>



# Webex Teams – The unified app

## Meetings

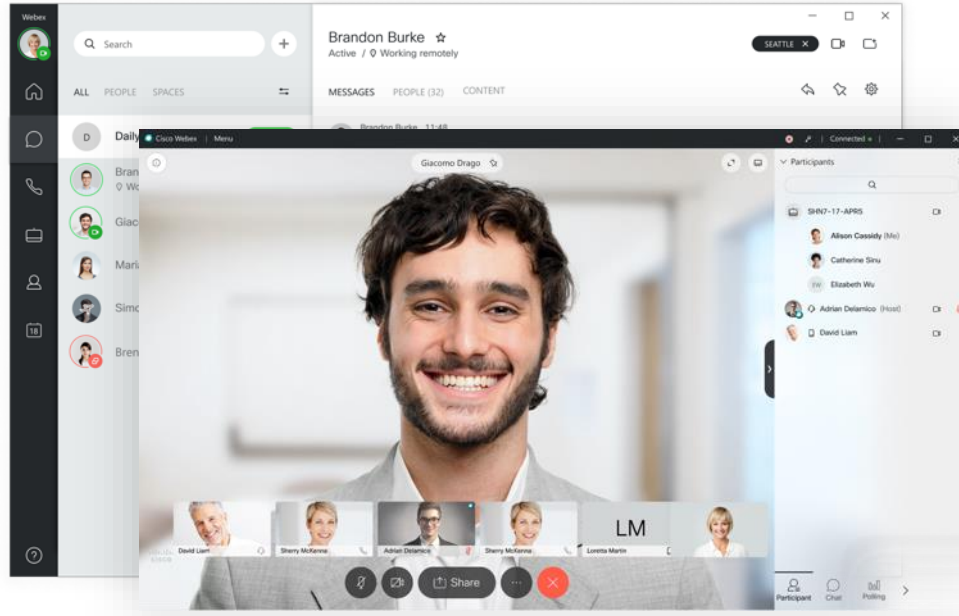
Full-feature Webex Meetings UX

## Calling

New calling capabilities such as hold / retrieve, 2<sup>nd</sup> line, IP Phone control. Supports CUCM or Webex cloud calling

## Messaging

Persistent chat with new capabilities such as reactions, threading, ECM integration



## Wireless Pair and Share

Pair/share wirelessly with your Cisco video devices to join your meetings or share content on screen and in-meeting

## Integrations

Simplify and accelerate workflows by Integrating business applications directly into the Unified app

## Centralized Management

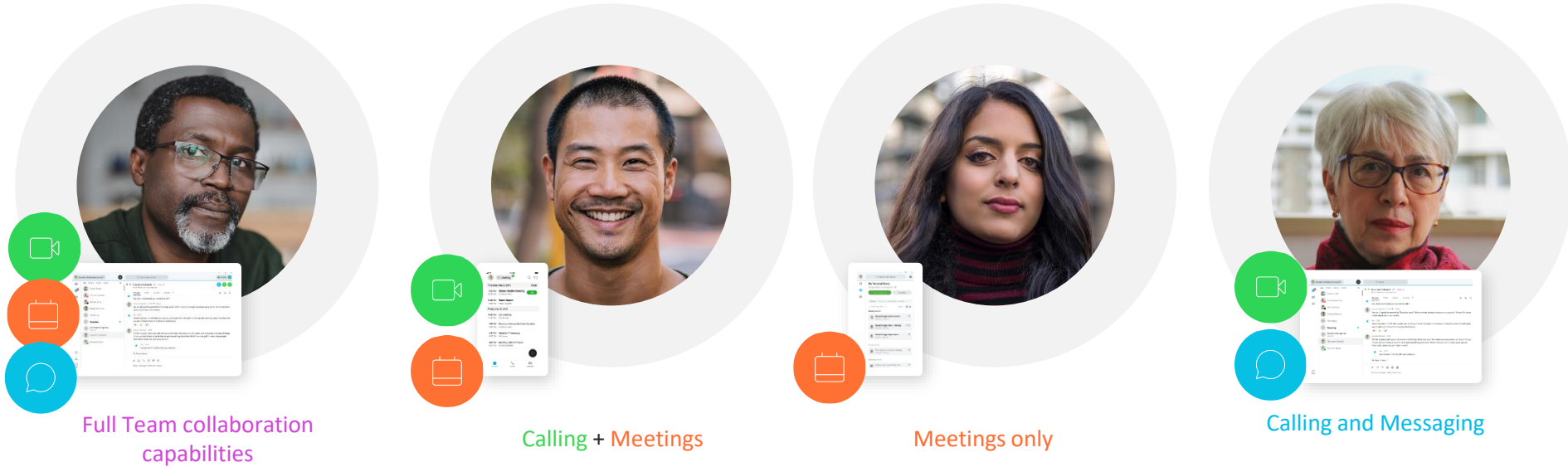
Control Hub: single pane of glass to deploy, manage and support the Unified app

## Enterprise-grade Security and Compliance

Integration with DLP; Cisco CloudLock-ready or 3<sup>rd</sup>-party CASB integration

# A single unified app

A single app that can be configured to meet any end user workstyle and need\*.

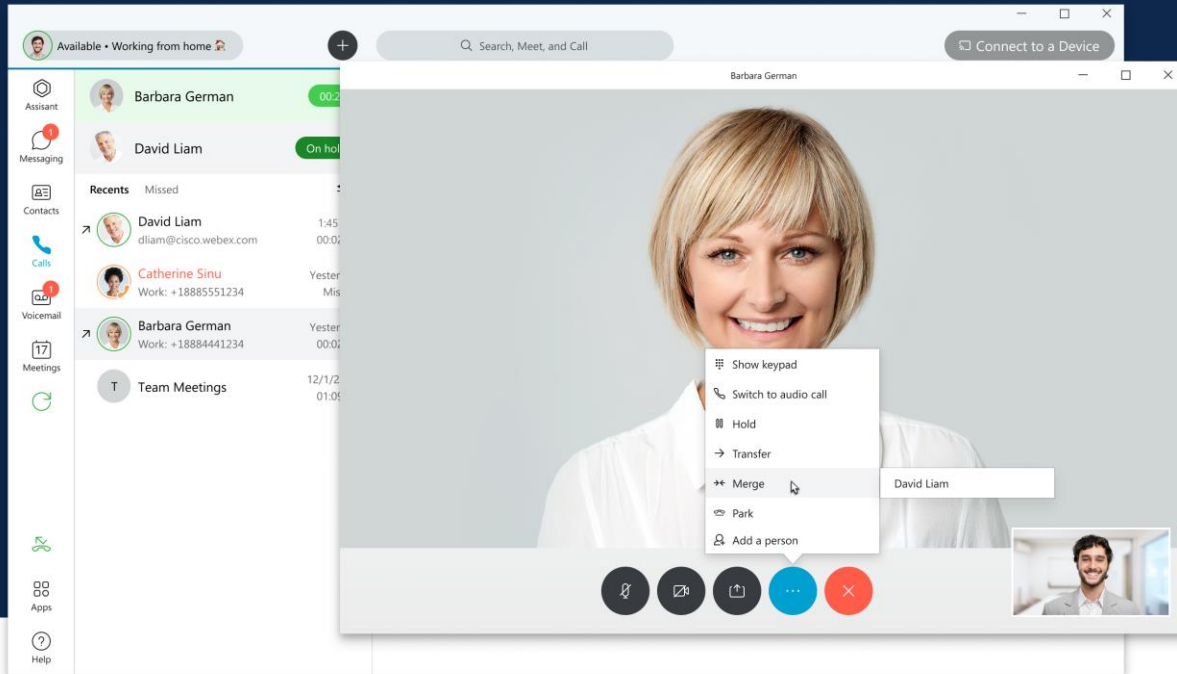




# Webex Teams Calling



# Webex Teams Calling Update



- Native registration to UCM or Webex® Calling
- High-quality, enterprise-rich calling features with integrated Device, headset, meeting and cognitive collaboration
- Support soft phone and desk phone/room system control
- Desktop and Mobile App

# Supported Calling Features

Presence & DND

Personal Contacts

Call History & Dial-pad

Visual Voicemail

Split audio/video

Integrated Corporate Directory

Optional Webex Teams call

Desk-phone & Room Device Pairing and Control

Frequent Call Settings: Call-forwarding, Single Number Reach, Hunt-Group Log-in

Open UC call preferences

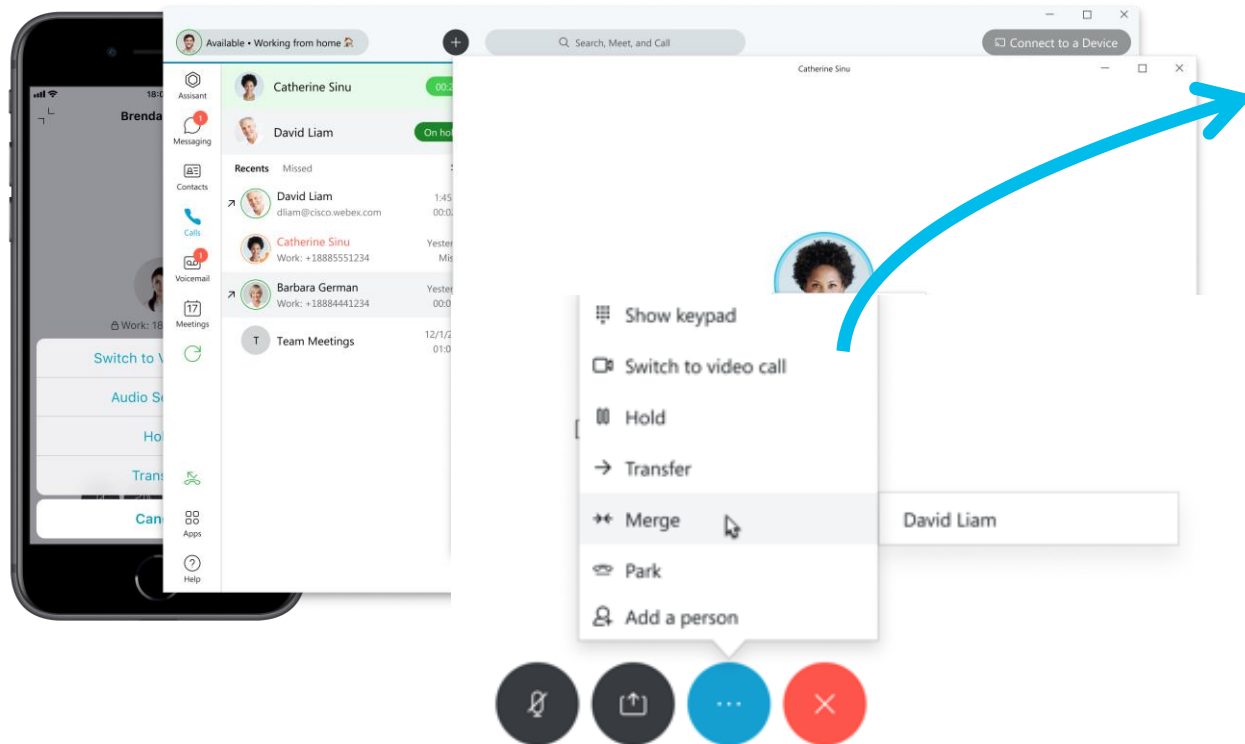
HD Audio and Video calls with sharing

Advanced Call Control: Share—line, Hold / Resume, Transfer, Merge/Conference, Call Pickup

Coming soon Calling Features\*

- Call Park
- Call Recording BIB
- Multiline
- Call-back/Extend-and-Connect
- Mobile Dial-via-office

# Mid-call Control



## Now Available

- Hold/Resume
- Call Waiting
- Call Transfer
- Merge & Conference
- Application Sharing
- Hunt Group (June)
- Call Pickup (June)

## Roadmap:

- Call Pull
- Call Park
- Multi-lines

# “Better Together” Real-time Incremental Values



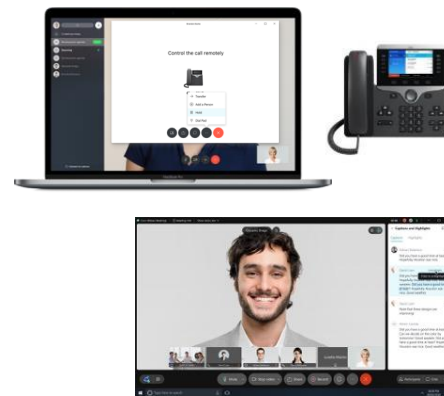
## Webex Services

- ✓ B2B2C 1:1 & Group Video Calling
- ✓ Sharing Annotation
- ✓ Whiteboard
- ✓ Webex Assistant
- ✓ Virtual background



## Device Integration

- ✓ Integrated Webex Device & Desk-phone experience
- ✓ Proximity Pairing
- ✓ OBTP Meeting Join & 1:1 Calling
- ✓ Device Control from App



## Integrated Call + Meeting

- ✓ Disaggregated Media with media on desk, share & whiteboard on App
- ✓ Common Audio/Video/Device Settings\*\*
- ✓ Active Meeting + Call Interactions \*\*
- ✓ Seamless call escalation to Meeting \*\*

**\*\* Roadmap at time of recording**

**CISCO** *Live!*



# Configuration – Webex Control Hub

- Webex Teams ALWAYS makes its initial connection to the Webex Service
- UCM Calling enablement via Control Hub
- SSO enablement of Webex Org is highly recommended!
- Bulk enablement via CSV – Enablement based on attribute coming soon

**Cisco Webex Control Hub**

**Users**

Search: rfit | All 1 | Administrators 1 | External A

| First Name | Last Name   | Display Name      |
|------------|-------------|-------------------|
| Rylee      | Fitzpatrick | Rylee Fitzpatrick |

**Calling Behavior**

Choose how this user makes calls in Webex Teams.

- ☐ Organization Setting: Calling in Webex Teams  
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

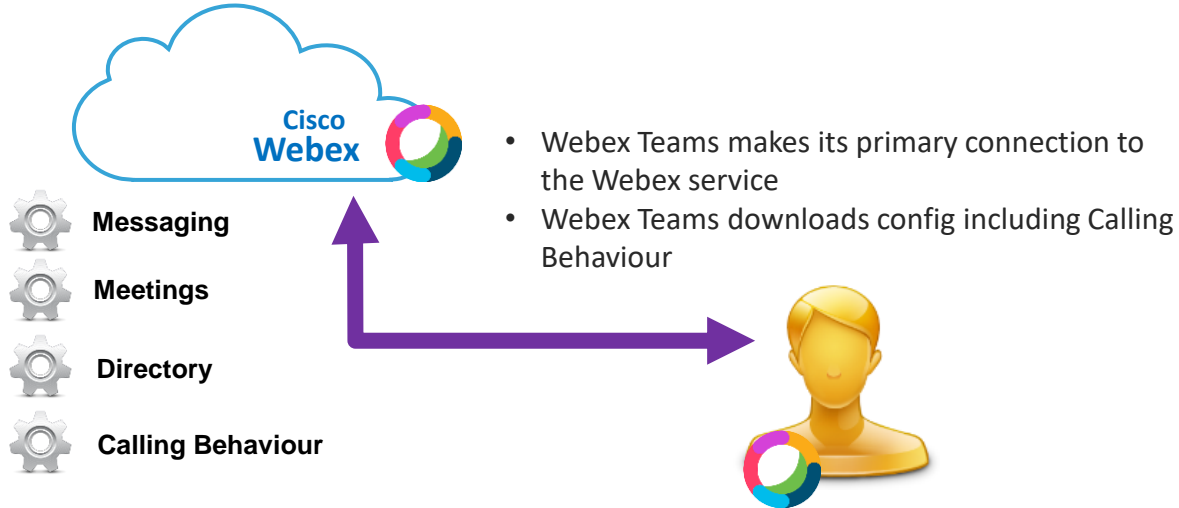


# Configuration - UCM

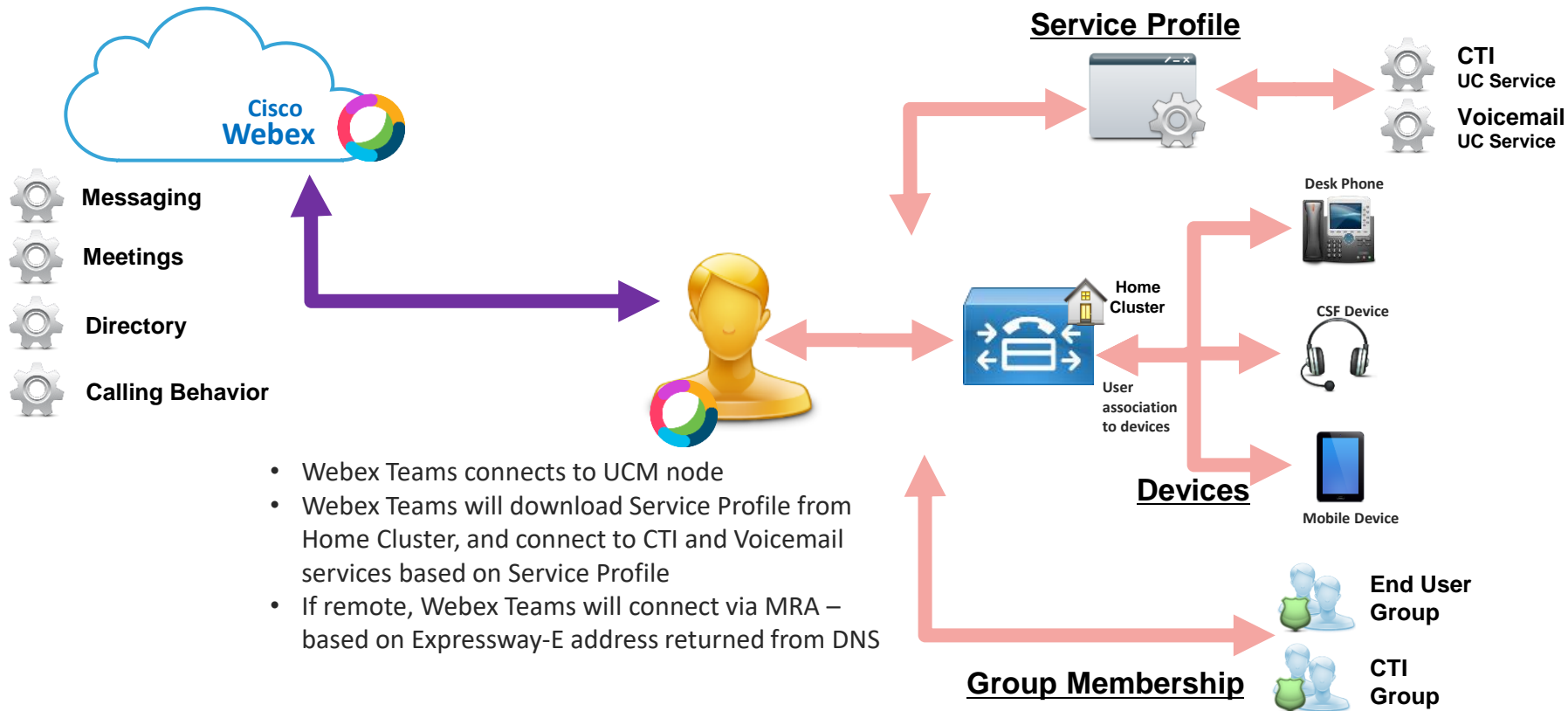
- UCM configuration is based on Jabber UCM configuration
  - User Account
  - Home Cluster Setting
  - Device Config
- jabber-config.xml file not used
- CTI/Voicemail Profile is obtained from UCM Service Profile
- SSO enablement of UCM is highly recommended – via the same IDP!

The screenshot displays the 'End User Configuration' web page. At the top, there are tabs for 'Save', 'Delete', and 'Add New'. Below this is a 'Status' section indicating 'Status: Ready'. The main area is titled 'User Information' and contains various fields for user details, including User ID, Self-Service User ID, PIN, Confirm PIN, Last name, Middle name, First name, Display name, Title, Directory URI, Telephone Number, Home Number, Mobile Number, Pager Number, Mail ID, Manager User ID, Department, User Locale, Associated PC/Site Code, Digest Credentials, Confirm Digest Credentials, User Profile, and User Rank. A 'Convert User Account' section is also present with a checkbox for 'Convert LDAP Synchronized User to Local User'. The 'Service Settings' section at the bottom is highlighted with a red box, showing a checkbox for 'Home Cluster' which is checked. Below this checkbox is a note: 'ENABLE USER for Unified CM IM and Presence (Configure IM and Presence in the associated UC Service Profile)'.

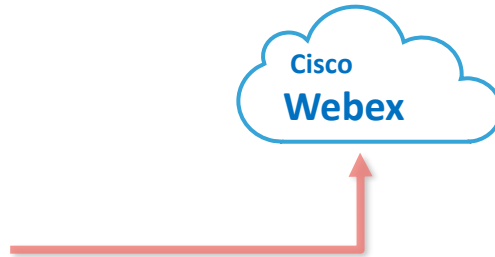
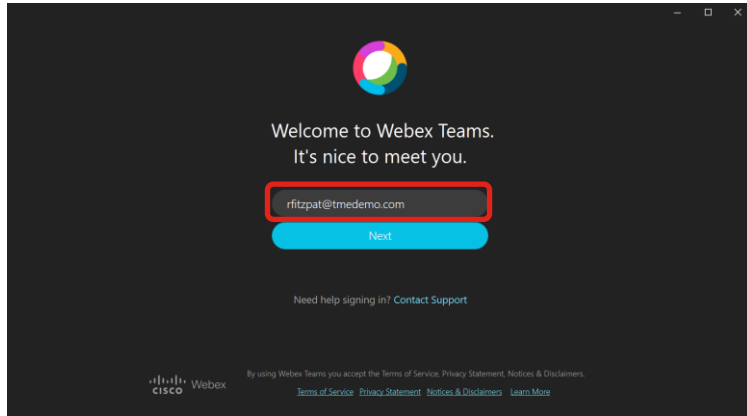
# Webex Teams Calling Configuration Architecture



# Webex Teams Calling Configuration Architecture

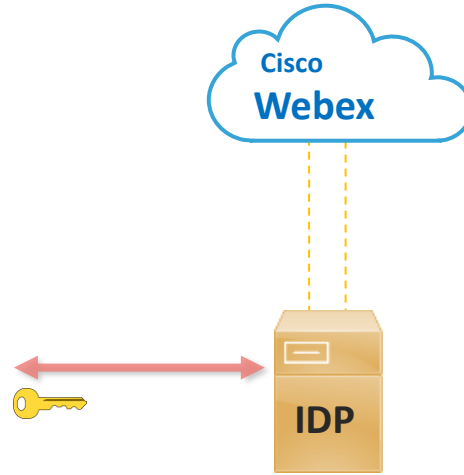
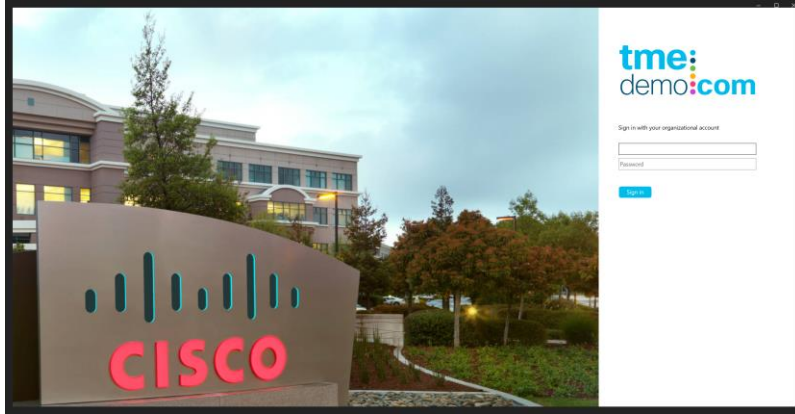


# Service Discovery



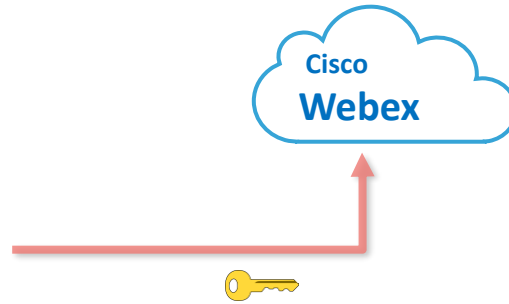
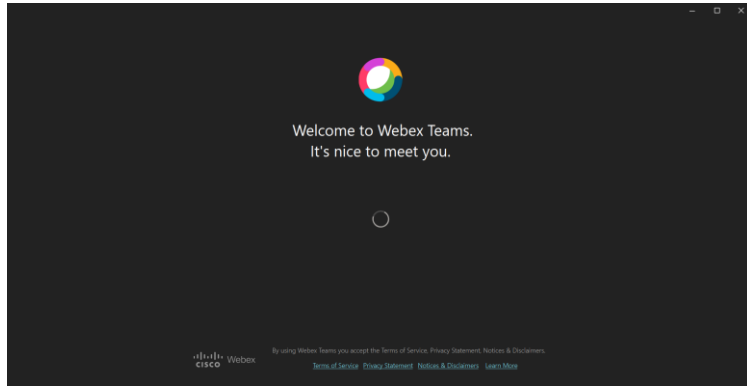
- Primary Connection is always to Webex Service
- [rfitzpat@tmedemo.com](mailto:rfitzpat@tmedemo.com) used to find Webex Teams org

# Service Discovery



- Webex Teams Org is SSO enabled. Webex Teams displays embedded browser redirected to the IDP
- User authenticates and receives SAML assertion

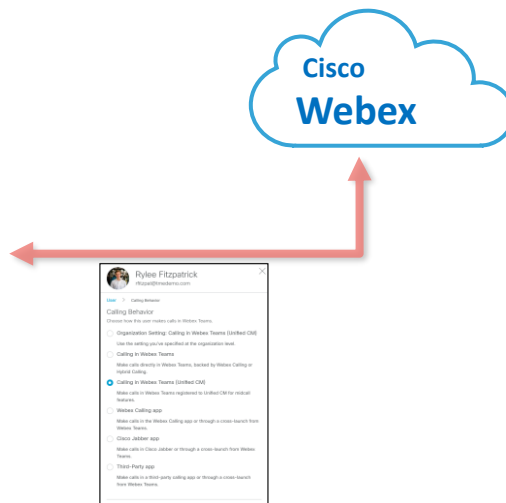
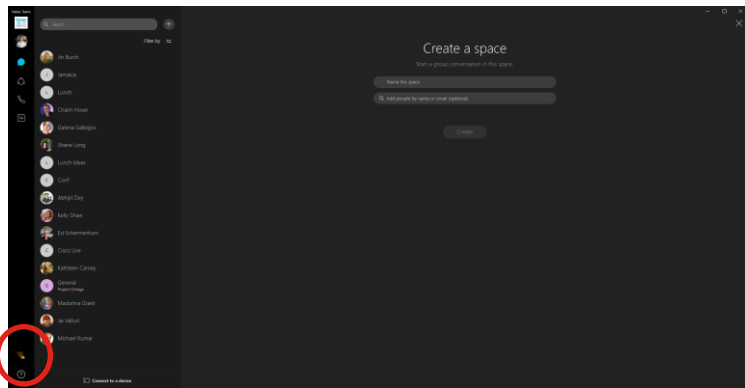
# Service Discovery



- Webex Teams sends SAML assertion to Webex Service. Webex grants Webex Teams Access

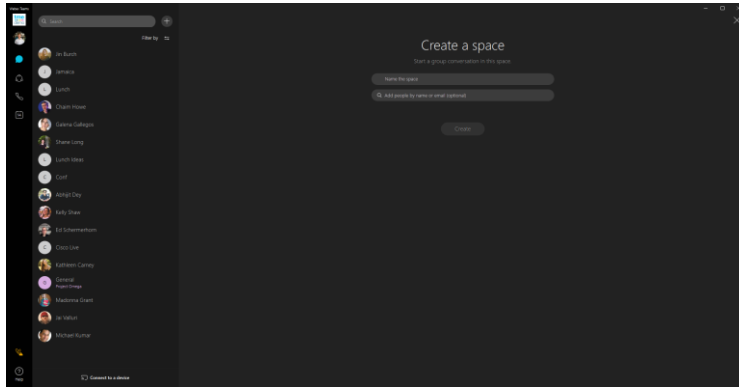


# Service Discovery



- Webex Teams connects to conversation service and downloads configuration (including “Calling Behaviour” setting)

# Service Discovery

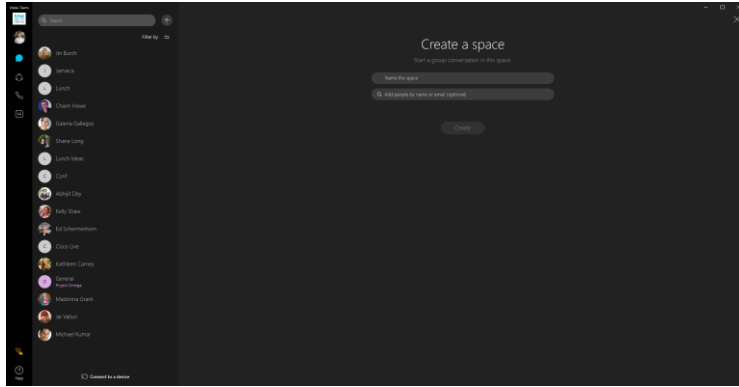


\_cisco-uds.\_tcp.tmedemo.com  
\_collab-edge.\_tls.tmedemo.com



- Webex Teams initiates UCM discovery
- 2 DNS SRV queries are sent
  - Edge Detection
  - Service Address
- Internal DNS Server:  
\_cisco-uds -> UCM A record
- External DNS Server:  
\_collab-edge -> Expressway-E A record
- Domain used for DNS discovery is  
tmedemo.com  
(rfitzpat@tmedemo.com)

# Service Discovery



- Webex Teams initiates UCM discovery
- 2 DNS SRV queries are sent
  - Edge Detection
  - Service Address

- Internal DNS Server:

\_cisco-uds -> UCM A record

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Domain used for DNS discovery  
is tmedemo.com  
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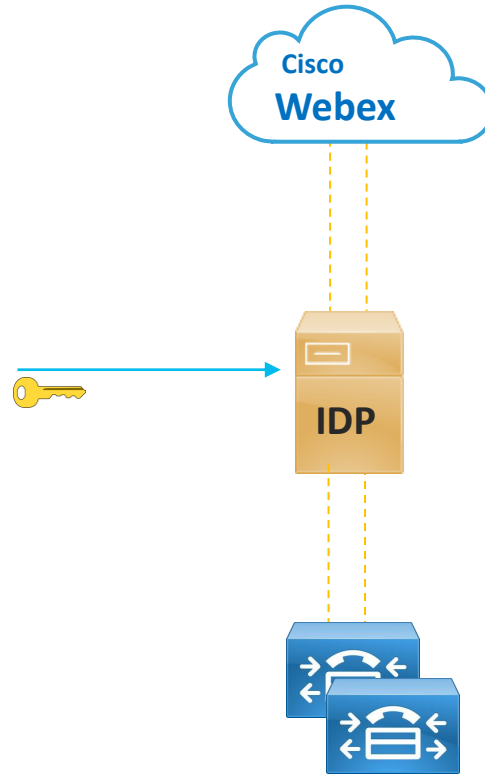
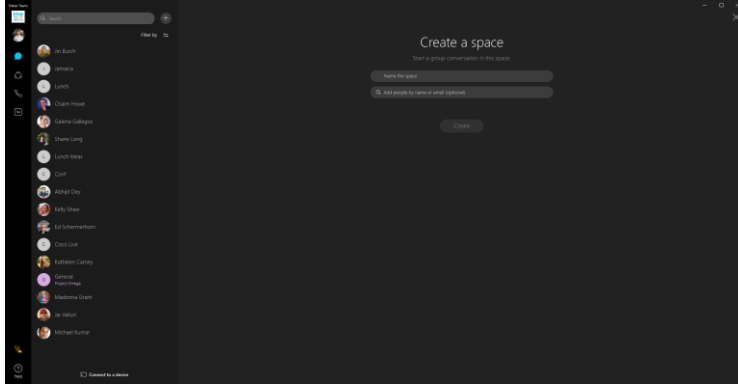


**Voice Services Domain**

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

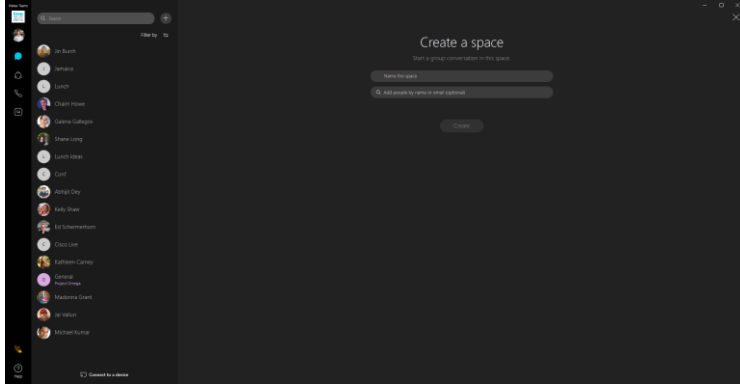
**CISCO** Live!

# Service Discovery

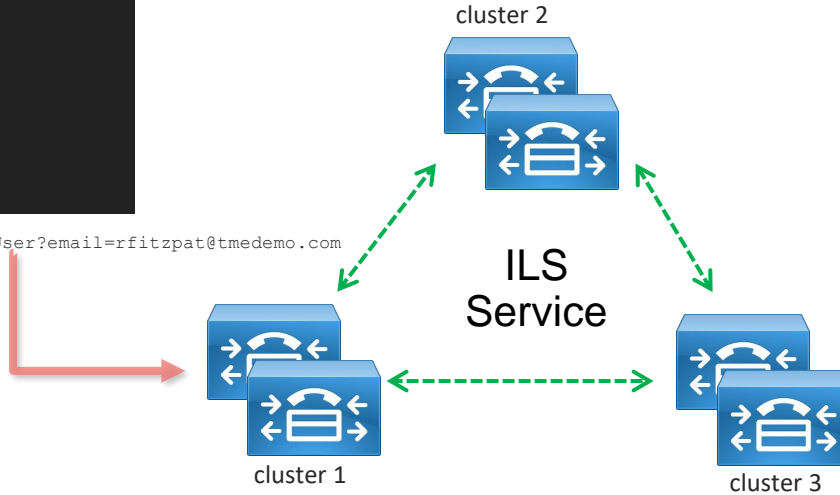


- Webex Teams connects to the UCM node returned from DNS (or expressway-e if outside the corporate network)
- Webex Teams uses existing SAML assertion to gain access to UCM – without SSO the user would have a secondary login

# Service Discovery

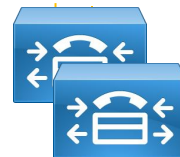
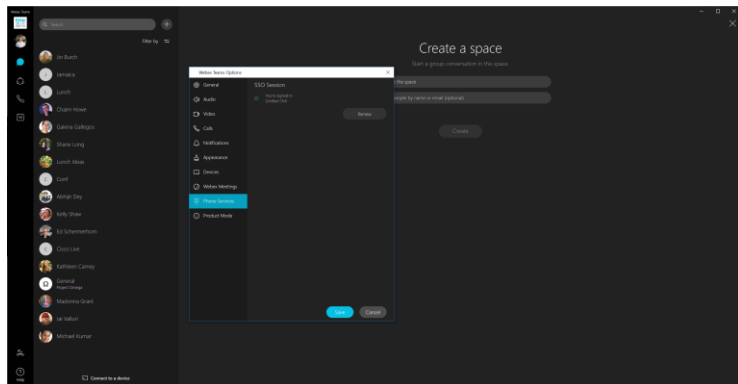


<https://ucml-clusters1.tdemo.com:8443/cucm-uds/clusterUser?email=rfitzpat@tmedemo.com>



- Webex Teams performs home cluster discovery (Home Cluster check box!)
- UCM is aware of any users home cluster for the entire ILS cluster
- Webex Teams is redirected to rfitzpat's home cluster

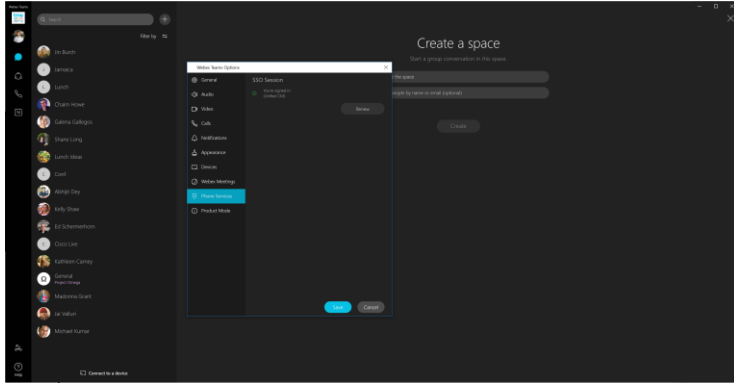
# Service Discovery



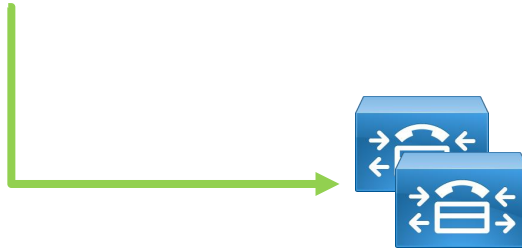
- Webex Teams performs SIP registration against node as per UC Manager Group preferences
- Appropriate device type must be configured
  - Desktop: CSF
  - Tablet: TAB
  - iPhone: TCT
  - Android Phone: BOT



# Authentication

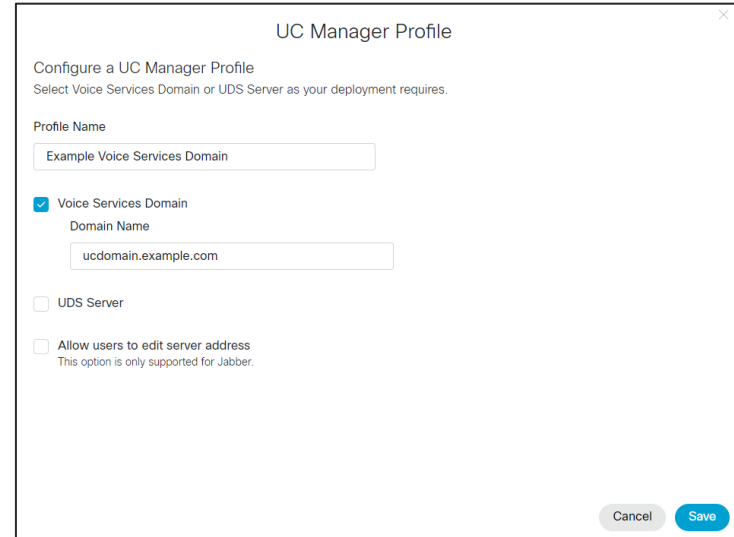


- If UCM is not enabled for Single Sign On
- User must manually sign in via Phone Service menu
- It is highly recommended to SSO enable UCM



# Voice Services Domain

- By default, Webex Teams will send DNS SRV queries based on the Webex Teams Domain
- If the Webex Teams domain does not match the Voice Services Domain, the Voice Services Domain can be set via Webex Control Hub, and associated with specific users
- Option for enduser to set Voice Services Domain if discovery unsuccessful and domain not configured in Control Hub



The screenshot shows a configuration window titled "UC Manager Profile" with a close button in the top right corner. The main heading is "Configure a UC Manager Profile" followed by the instruction "Select Voice Services Domain or UDS Server as your deployment requires." Below this, there is a "Profile Name" section with a text input field containing "Example Voice Services Domain". The "Voice Services Domain" option is selected with a blue checkmark, and its "Domain Name" is set to "ucdomain.example.com" in a text input field. The "UDS Server" option is unselected. The "Allow users to edit server address" option is also unselected, with a note below it stating "This option is only supported for Jabber." At the bottom right, there are "Cancel" and "Save" buttons.

UC Manager Profile

Configure a UC Manager Profile  
Select Voice Services Domain or UDS Server as your deployment requires.

Profile Name  
Example Voice Services Domain

☒ Voice Services Domain  
Domain Name  
ucdomain.example.com

☐ UDS Server

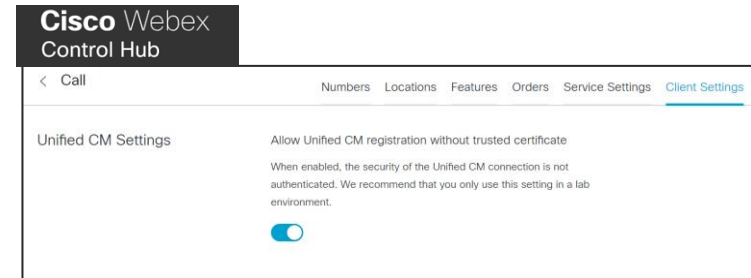
☐ Allow users to edit server address  
This option is only supported for Jabber.

Cancel Save

# Certificate Validation



- Webex Teams validates certificates presented to it from all services.
- Webex Teams will not allow a user to accept an invalid certificate
- Recommendation: Ensure UCM Tomcat and Expressway-E certificates are valid/trusted
- Optional setting in Control Hub to allow Webex Teams to ignore invalid UCM certificate and proceed with connection



# SIP Address Routing

- Webex Control Hub provides an option to define how SIP URI calls are routed from Webex Teams
- All....
  - All SIP URI calls will be routed via UCM except \*.webex.com
- Only calls...
  - Specify a list of domain names – SIP URIs dialled based on these domains will be routed via UCM
- All DNs/E.164 numbers dialled in Webex Teams will be routed via UCM

## Cisco Webex Control Hub

### Unified CM SIP Address Routing

#### SIP Address Call Route Path

Specify which calls are routed to your enterprise call control solution when a user dials a SIP address in Webex Teams.

- ☒ All SIP address calls, except for addresses that match cloud Webex services
- ☐ Only calls that match the specified (comma separated) domains

# Secure SIP and RTP

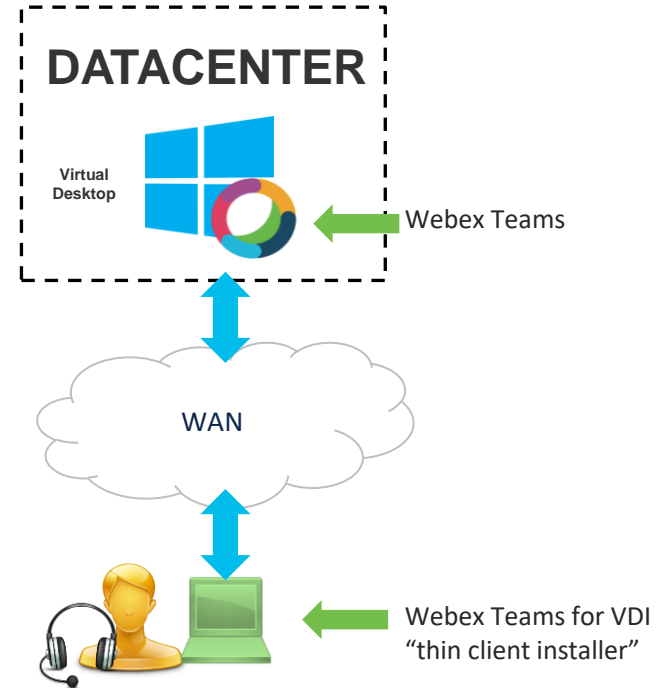
- Webex Teams supports secure SIP/RTP via SIP OAuth – CTL file (CAPF enrollment) **not supported** – UCM 12.5 required
- OAuth Refresh Tokens must be enabled
- From the UC Manager CLI run the following command  
`utils sipOAuth-mode enable`
- System > Security > Phone Security Profile

| Phone Security Profile Information                              |   |
|---|---|
| Product Type:   | Cisco Unified Client Services Framework     |
| Device Protocol:  | SIP   |
| Name*   | Jabber Desktop Secure SIP                   |
| Description   | Secure Profile for Jabber Desktop Softphone |
| Device Security Mode  | Encrypted                                   |
| Transport Type*   | TLS   |
| <input type="checkbox"/> TFTP Encrypted Config                  |   |
| <input checked="" type="checkbox"/> Enable OAuth Authentication |   |

| Protocol Specific Information    |   |
|----------------------------------|---|
| Packet Capture Mode*             | None  |
| Packet Capture Duration          | 0   |
| BLF Presence Group*              | Standard Presence group                           |
| SIP Dial Rules                   | < None >  |
| MTS Preferred Originating Codec* | G.711   |
| Device Security Profile*         | Jabber Desktop Secure SIP                         |
| Rerouting Calling Search Space   | < None >  |
| SUBSCRIBE Calling Search Space   | < None >  |
| SIP Profile*                     | Standard SIP Profile <a href="#">View Details</a> |
| Digest User                      | < None >  |

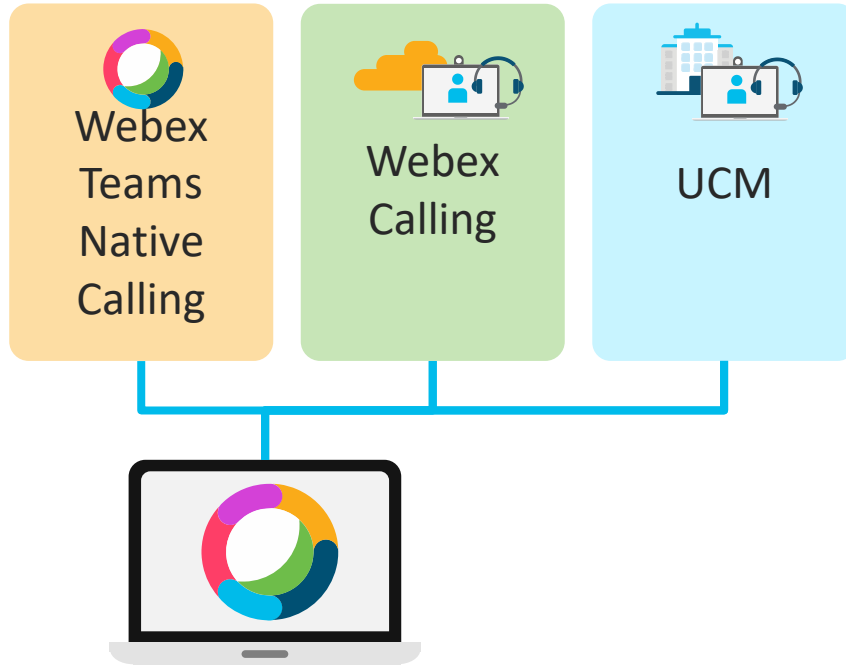
# Webex Teams VDI Support

- Webex Teams is supported in VDI based environments
  - Citrix
  - VMware
- Real time traffic needs to be treated differently in VDI
  - Webex Teams VDI component to terminate media – “Webex Teams for VDI”
  - Installed on local endpoint (thin client)
  - Range of thin clients supported including Windows, Ubuntu, IGEL, HP ThinPro and Unicon eLux





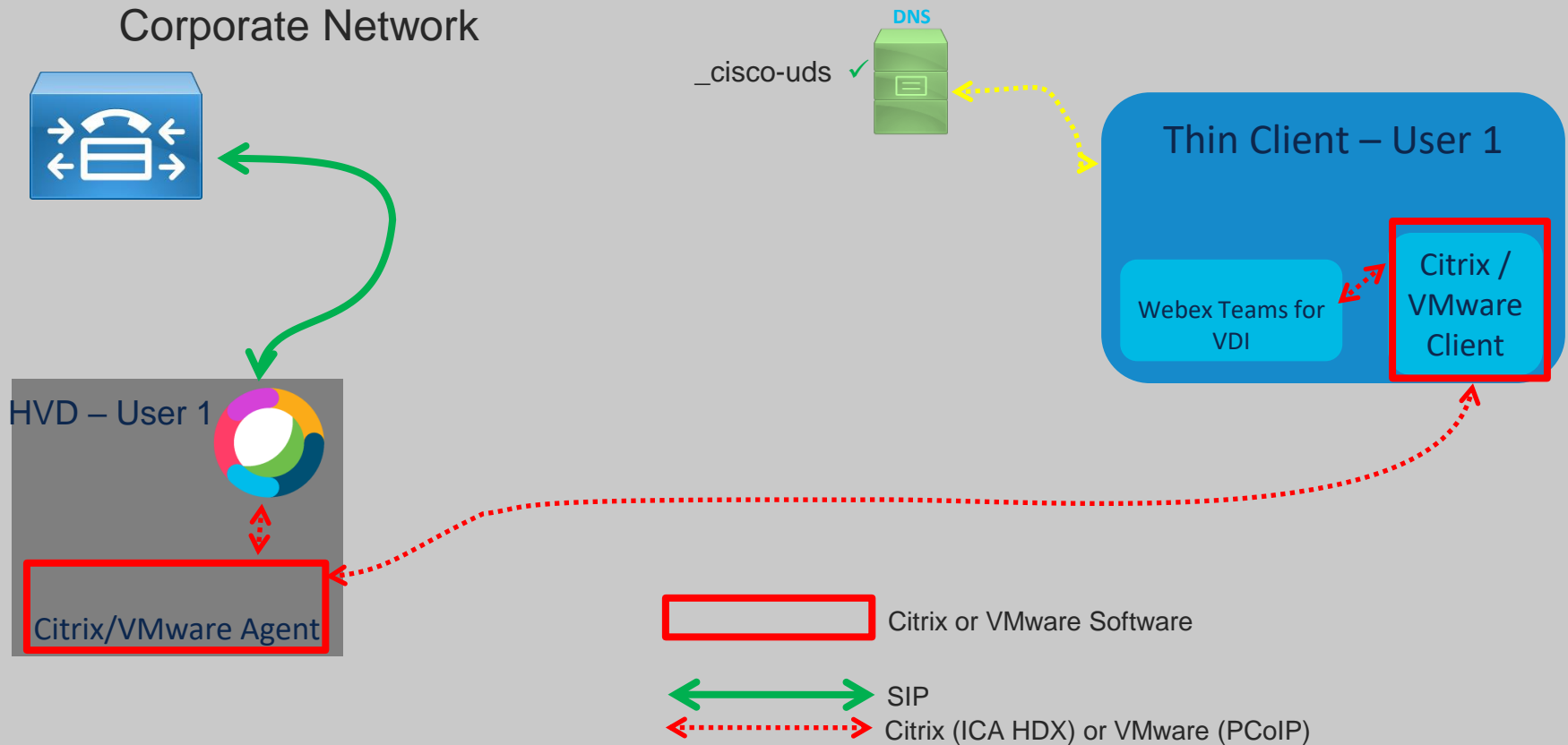
# Webex Teams for VDI



- Webex Teams provides choice re calling platform
  - Native Calling (space calling)
  - Webex Calling
  - Webex Teams UCM Calling
- Webex Teams is supported in VDI for each calling platform
  - Note different calling architectures based on platform
  - Single Webex Teams for VDI client for all platforms
- Note: for deskphone control mode only deployments – Webex Teams for VDI client is not required

# Webex Teams UCM - Registration

Corporate Network



# Webex Teams UCM – Media Path

Corporate Network



User 2

HVD – User 1



Citrix/VMware Agent

Thin Client – User 1

Webex Teams for VDI

Citrix / VMware Client



Citrix or VMware Software



Media

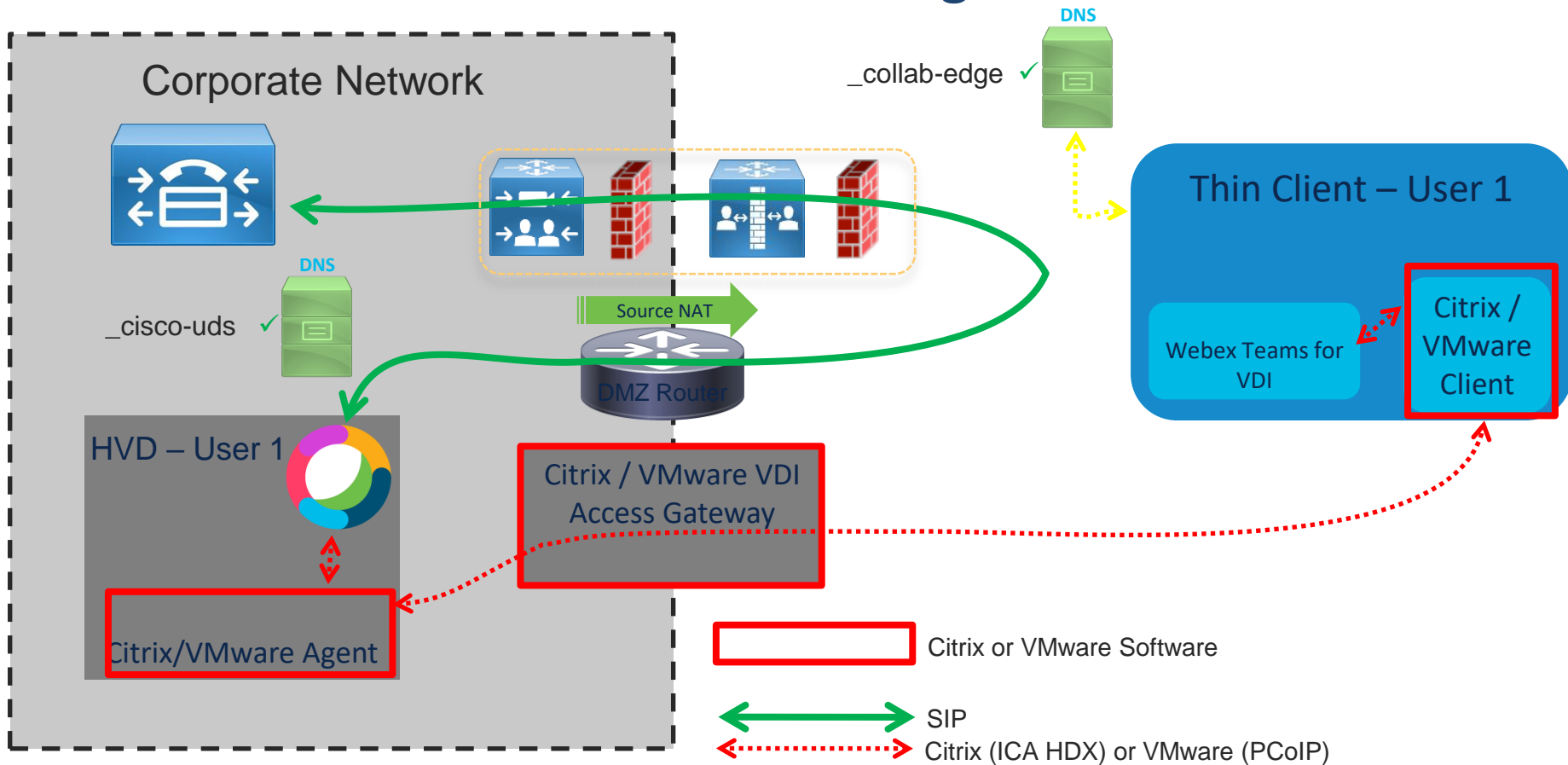


SIP

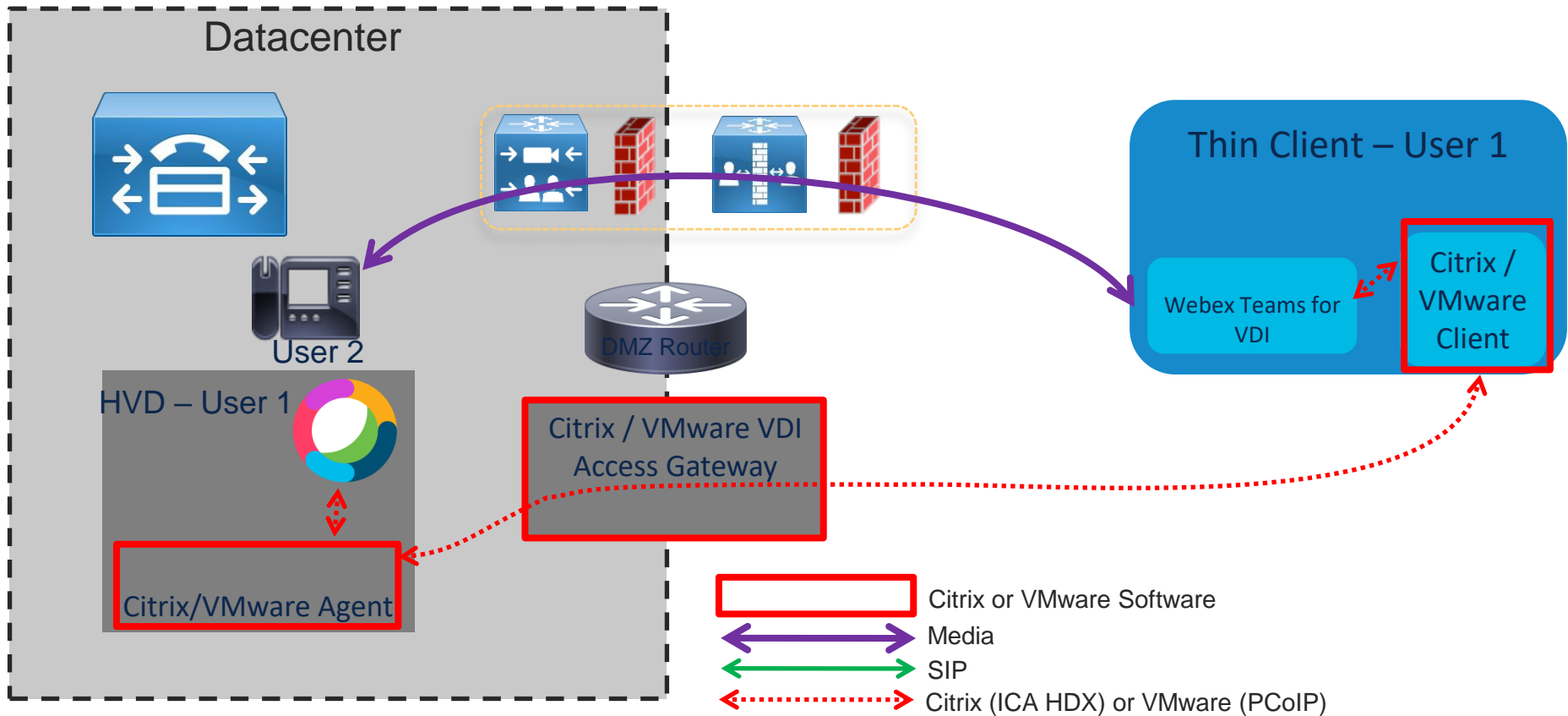


Citrix (ICA HDX) or VMware (PCoIP)

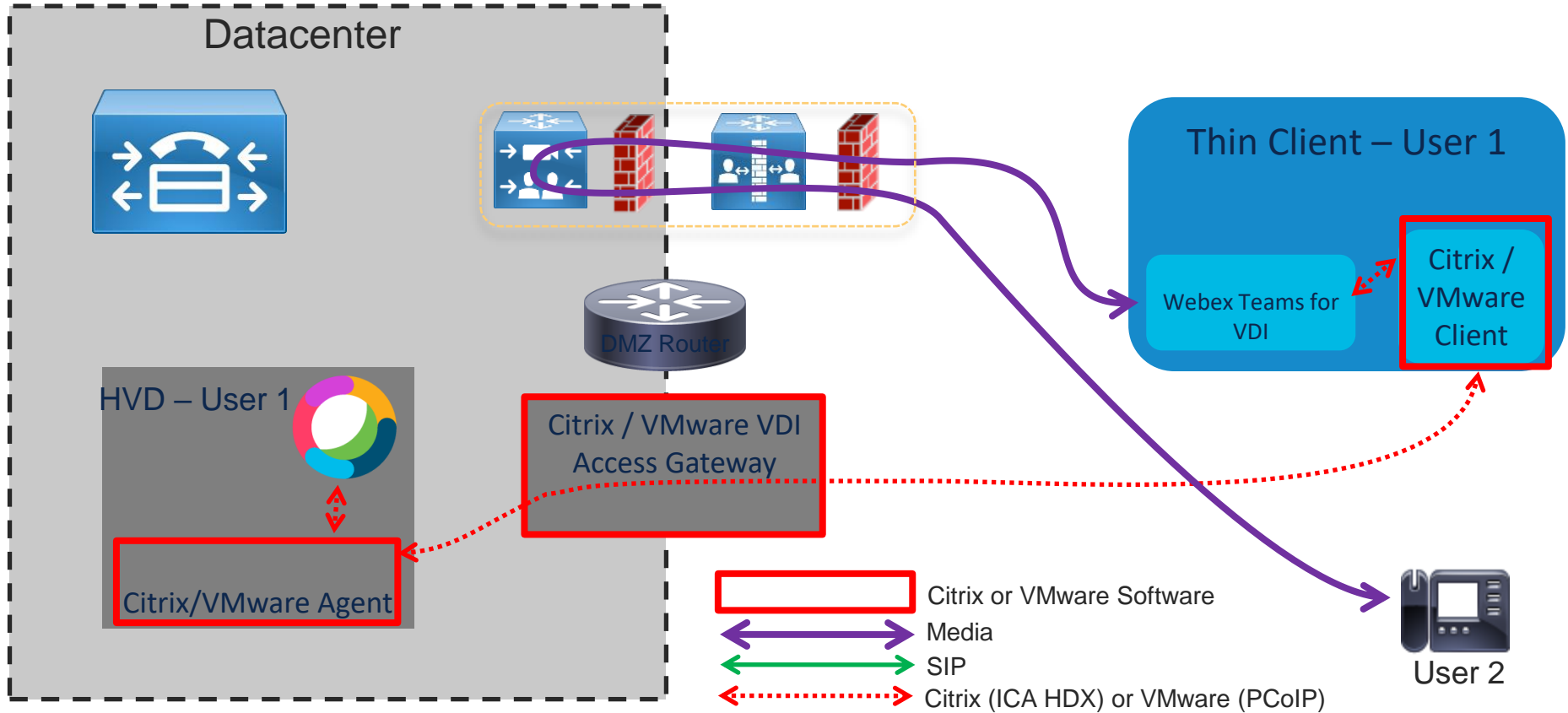
# Webex Teams UCM over MRA - Registration



# Webex Teams UCM over MRA – Media Path

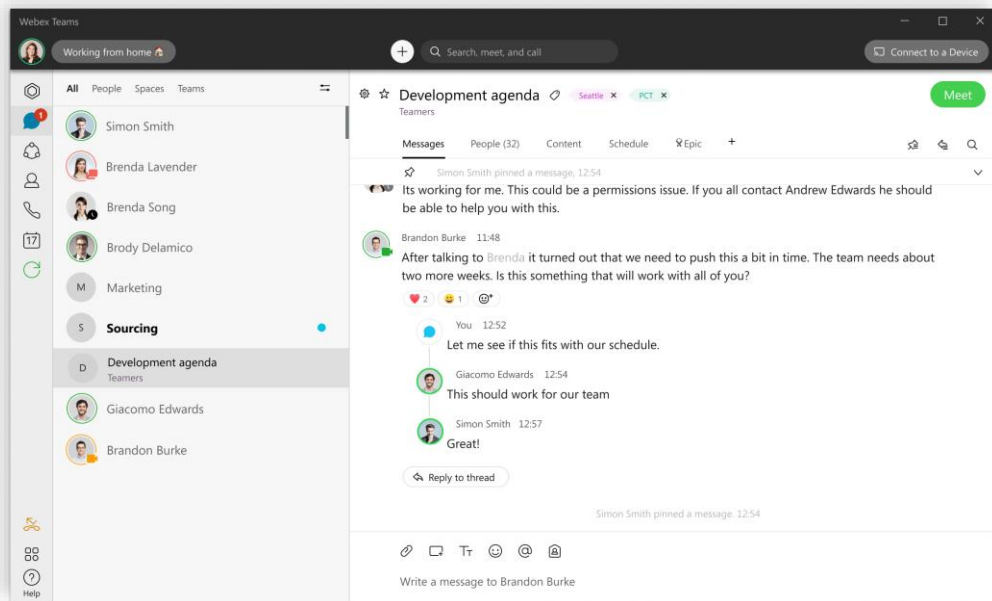


# Webex Teams UCM over MRA – Media Path



# Messaging

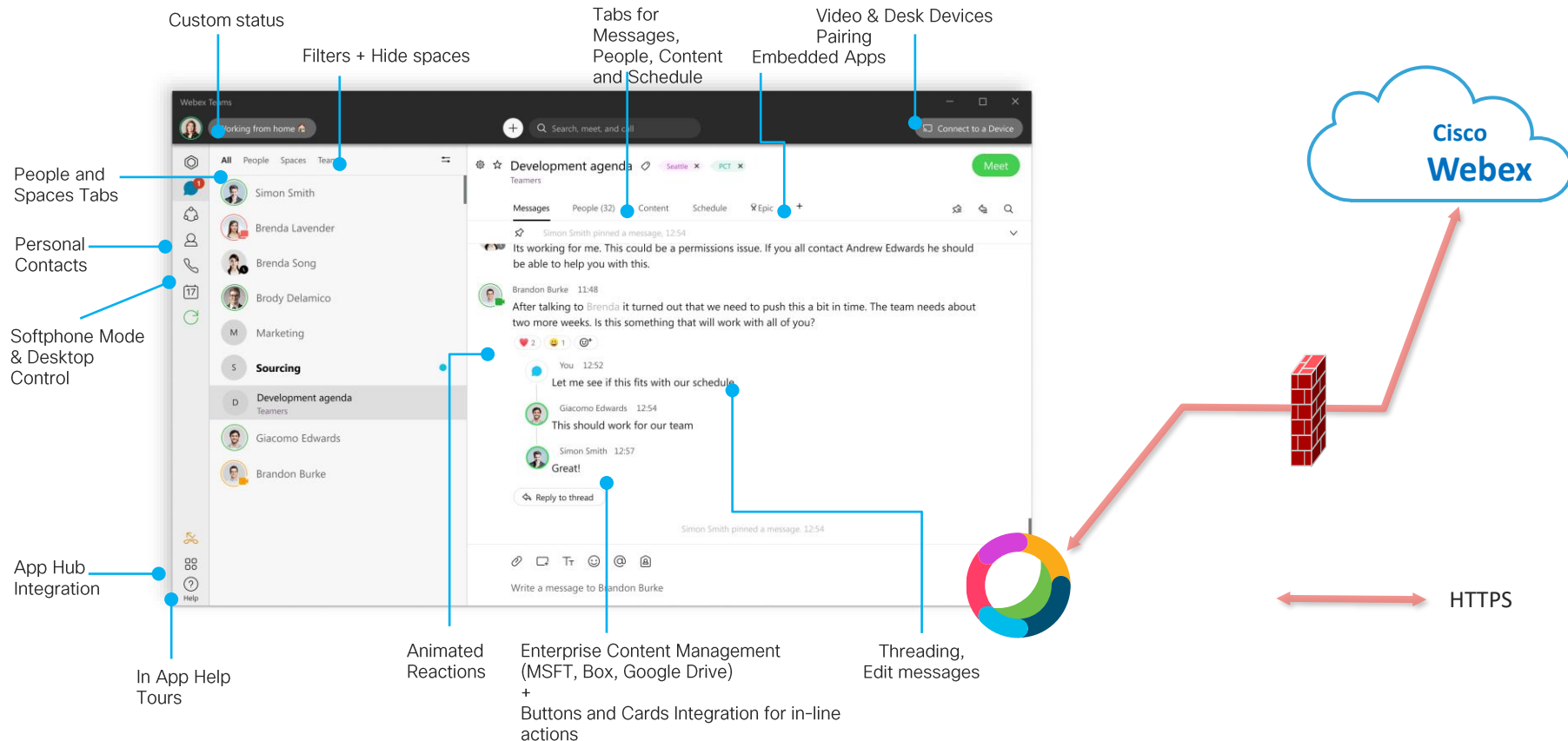
# Messaging



- Fluid design with guided tours for quick ease of use and workflow adoption
- Organize your spaces and content for better manageability and to suit your workstyle
- Communicate easily to your team, online and offline with custom status, reactions, replies and gifs
- Collaborate with anyone, both inside and outside your company with:
  - Adding external parties directly to spaces
  - Federating with other XMPP applications
- Integrate with your business workflows with 3rd party apps

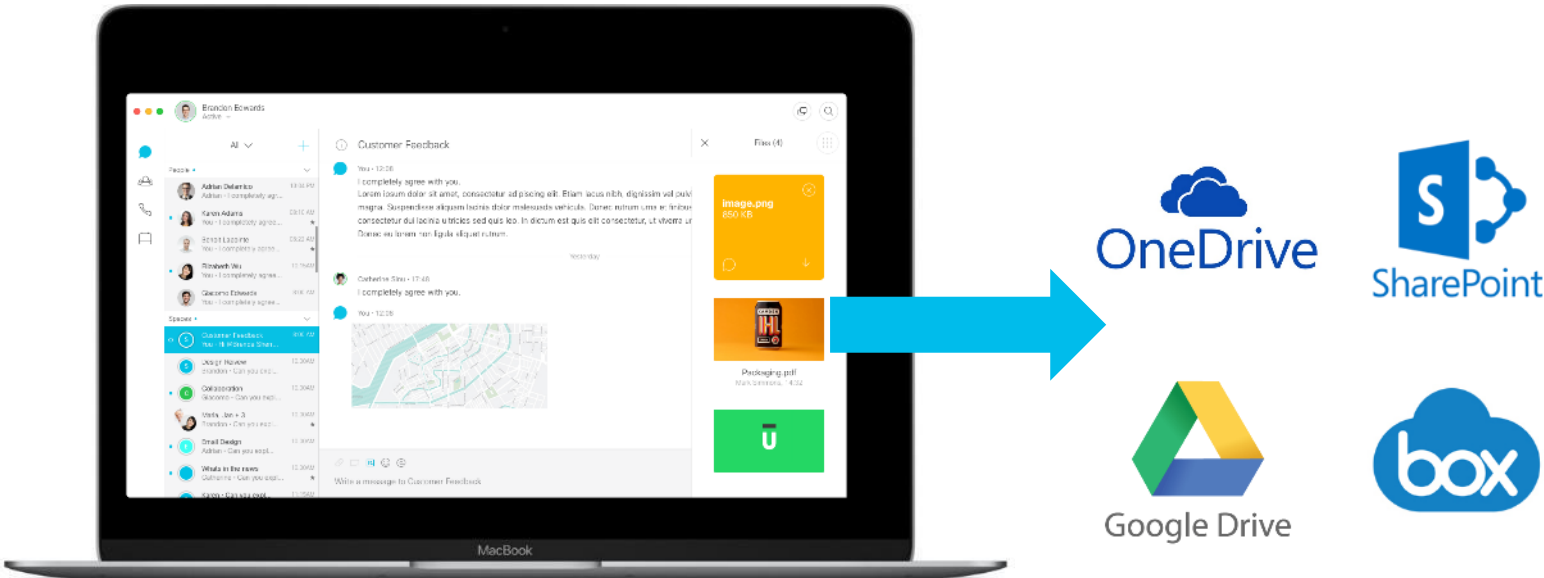


# Messaging Features



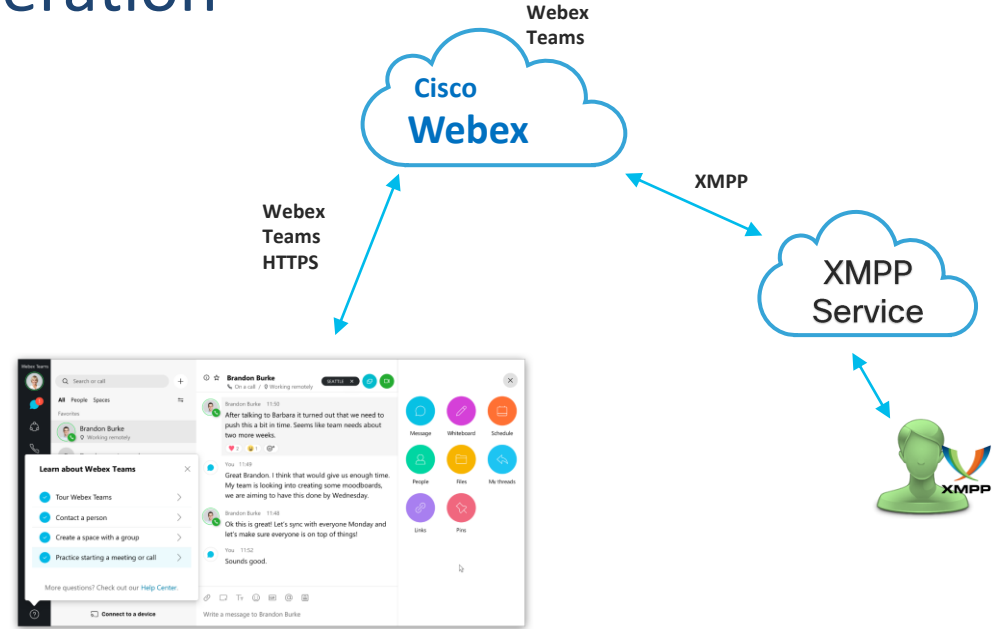
# Webex Teams : Enterprise Content Management

Allows organisations to replace Webex Teams File storage with their own content management system, through an optimised integration or a custom API



# Webex Teams XMPP Federation

- The Webex Teams platform offers support for inter-domain XMPP federation
- Allows 1:1 messaging with users on other messaging platforms
  - Presence is not propagated to or from XMPP partners
- Direct federation or federation via intermediary messaging interop clearing house available
  - Direct to native XMPP platforms e.g. Cisco UCM IM&P
  - Via 3<sup>rd</sup> party messaging interop services



# Enabling XMPP Federation for Webex Teams

1. Configure the following DNS SRV record for your Webex Teams domain. Point the SRV records to the applicable A record, depending on which Webex Teams cluster you are using

| Cluster        | SRV                          | A Record        | Port |
|----------------|------------------------------|-----------------|------|
| Europe Cluster | _xmpp-server._tcp.domain.com | wx2i-k.wbx2.com | 5269 |
| US Cluster     |                              | wx2i-a.wbx2.com |      |

2. Test that the DNS record is discoverable  
e.g. The DNS SRV Record for XMPP Federation for Webex org tmedemo.com is correctly pointing to the UC Cluster Webex Teams federation service

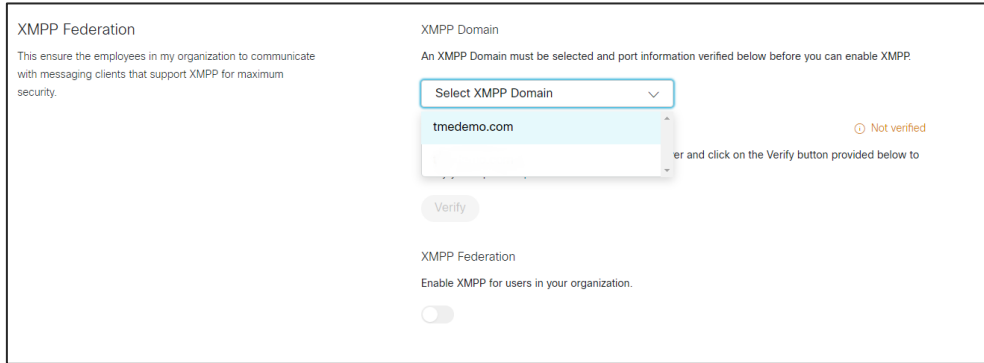
```
Command Prompt

C:\Users\shalong>nslookup -type=srv _xmpp-server._tcp.tmedemo.com
Server: dns-aer1.cisco.com
Address: 173.38.200.100

Non-authoritative answer:
_xmpp-server._tcp.tmedemo.com    SRV service location:
        priority    = 5
        weight      = 0
        port        = 5269
        svr hostname = wx2i-a.wbx2.com
```

# Enabling XMPP Federation for Webex Teams

3. Once the DNS SRV record is correctly created, XMPP Federation can be enabled in Webex Control Hub.
  - Services > Message Settings > XMPP Federation
  - Select your domain from the drop down list and click Verify. The platform will quickly test that the DNS SRV record is discoverable and correct.



The screenshot shows the 'XMPP Federation' configuration page. On the left, under 'XMPP Federation', it says: 'This ensure the employees in my organization to communicate with messaging clients that support XMPP for maximum security.' On the right, under 'XMPP Domain', it says: 'An XMPP Domain must be selected and port information verified below before you can enable XMPP.' Below this text is a dropdown menu labeled 'Select XMPP Domain' with 'tmedemo.com' selected. To the right of the dropdown, there is a status indicator: a red circle with a white 'x' and the text 'Not verified'. Below the dropdown is a 'Verify' button. At the bottom, under 'XMPP Federation', it says: 'Enable XMPP for users in your organization.' and there is a toggle switch that is currently turned off.

4. Once the record is verified, toggle XMPP Federation on for your org

[https://help.webex.com/en-us/05i99o/XMPP-Federation-for-Webex-Teams#id\\_129897](https://help.webex.com/en-us/05i99o/XMPP-Federation-for-Webex-Teams#id_129897)

# External Messaging Allow List

- Webex Teams supports Allow Listing of domains for external messaging
- By default, external messaging is enabled to all domains. By implementing Allow List, all non Allow listed domains are essentially blocked from a messaging perspective
- Allow listing is configured in Webex Control Hub
  - Settings > External Communication
  - Toggle Block external messaging to On
  - Add domains you want to allow external messaging to
  - the whitelist
- NOTE: Allow List will apply to both XMPP Federated Partners as well as Webex Teams inter org messaging

External Communication

Block external messaging

Block your users from inviting external contacts to Cisco Webex Teams spaces and prevent your users from joining external Cisco Webex Teams spaces.

☐

Whitelist domains for external messaging

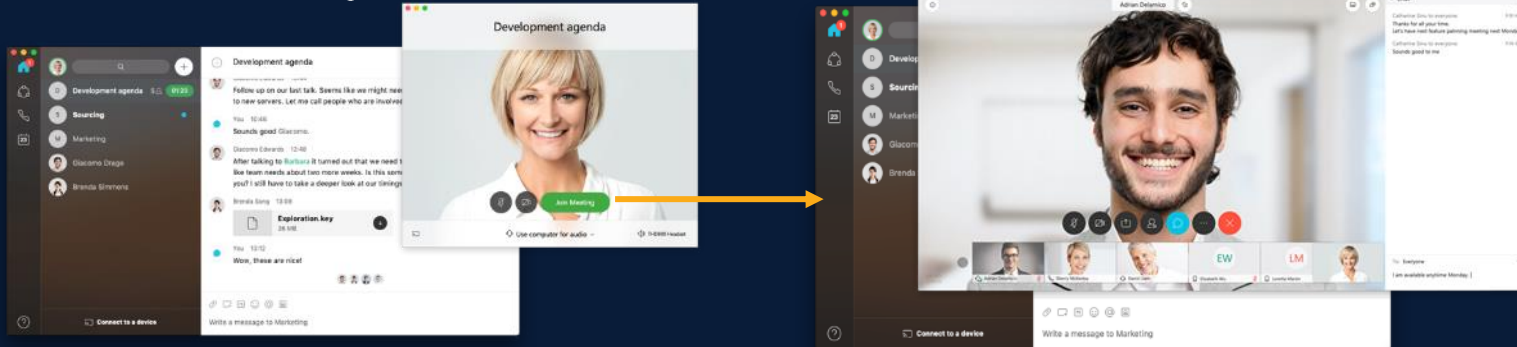
Type to check and add specific domains. To learn more about domain claim and verify, [click here](#).

|               |                              |                                       |
|---------------|------------------------------|---------------------------------------|
| cisco.com     | Claimed in Webex Teams       | <input type="button" value="Remove"/> |
| ucdemolab.com | Claimed in Webex Teams       | <input type="button" value="Remove"/> |
| webexteams.ie | Neither verified nor claimed | <input type="button" value="Remove"/> |

# Meetings

# Webex Meetings Module in Teams

Join Webex Meetings



Webex Meetings  
full featured in  
meeting  
experience

## What's New:

Pop-out to Webex in-meeting Experience from Webex Teams  
BY REQUEST ONLY



Demo

# Migration and Deployment

# The Journey from Jabber to Webex Teams

OPTION 1: Migrate to Webex Teams for best integrated experience

OPTION 2: User Jabber phone only for advanced calling users



Cisco Jabber

- Messaging  
Cisco IM&P Server
- Calling  
Cisco UC Manager



Cross Launch



- Calling  
Cisco UC Manager

Webex Teams



- Meetings  
Webex Meetings
- Messaging  
Webex Teams
- Calling  
Webex Calling  
UCM Cloud, HCS or  
On-Premises UCM



Continued support for  
On-Premises / HCS  
only Solutions



# Cisco Jabber Calling

- Optional configuration for organisations who want to maintain calling in another application (e.g. Cisco Jabber running in Phone Only Mode)
- Recommended for Contact Center users until all CC features delivered natively in Webex Teams
- Ability to cross launch Jabber from Webex Teams when making a call

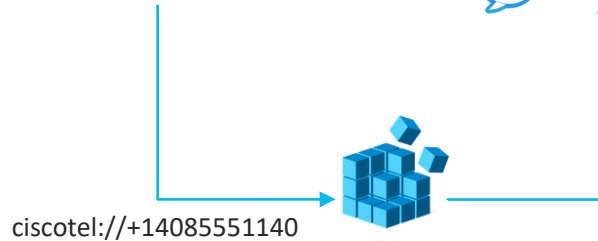
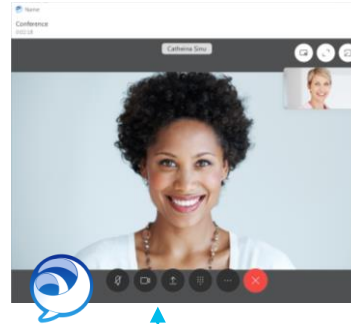
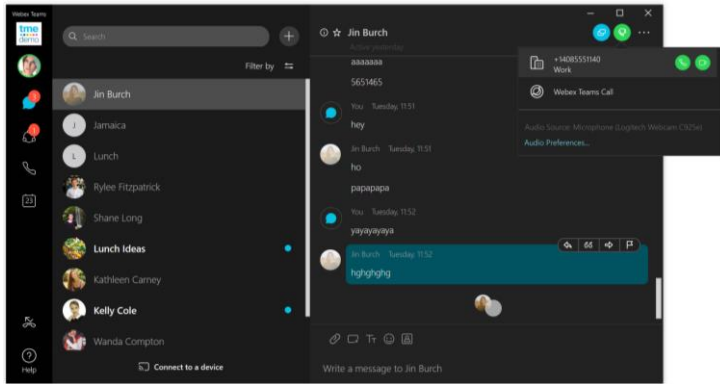
The screenshot shows the Cisco Webex Control Hub interface. On the left is a navigation sidebar with options: Overview, Users, Places, Services, Devices, Analytics, Troubleshooting, and Settings. The main area displays the 'Users' page with a search bar and filters for 'All 459', 'Administrators 388', and 'External Administrators 5'. A table lists users with columns for First Name, Last Name, and Display Name. The user 'Galena Gallegos' is highlighted. To the right of the table is a configuration panel for 'Galena Gallegos' (ggallego@tmedemo.com) with 'Cancel' and 'Save' buttons. The 'Calling Behavior' section allows choosing how the user makes calls in Webex Teams, with options: Organization Setting, Calling in Webex Teams, Calling in Webex Teams (Unified CM), Webex Calling app, and Third-Party app. The 'Webex Calling app' option is selected.

| First Name | Last Name | Display Name      |
|------------|-----------|-------------------|
| Finn       | Contreras | Finn Contreras    |
| Flavia     | Marshall  | Flavia Marshall   |
| Frank      | Kicenko   | Frank Kicenko     |
| Galena     | Gallegos  | Galena Gallegos   |
| Garth      | Fulton    | Garth Fulton      |
| Gautam     | Gupta     | Gautam Gupta      |
| Gautham    | Sridharan | Gautham Sridharan |
| Gillian    | Kramer    | Gillian Kramer    |
| Gisela     | Bowman    | Gisela Bowman     |
| Glen       | Lavers    | Glen Lavers       |
| Glenna     | Robinson  | Glenna Robinson   |
| Grant      | Grant     | Grant Grant       |
| Greg       | Miglucchi | Greg Miglucchi    |
| Gretta     |           | Gretta            |
| Hadley     | Harper    | Hadley Harper     |

**Calling Behavior**  
Choose how this user makes calls in Webex Teams.

- ☐ Organization Setting: Calling in Webex Teams  
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.

# Cisco Jabber Calling



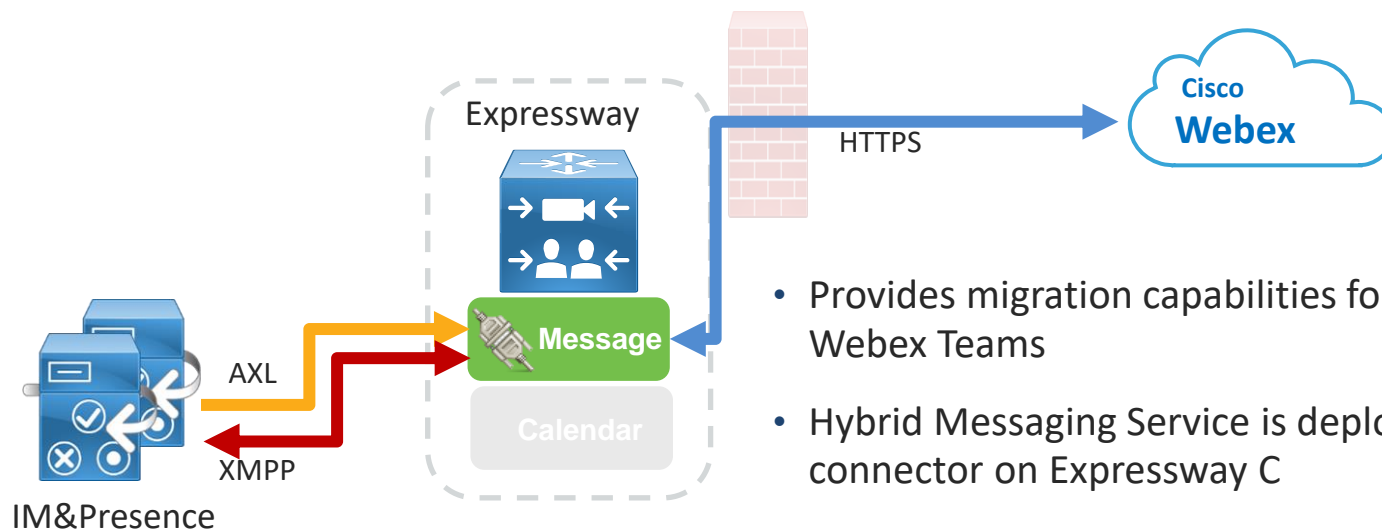
- Jabber registers to “ciscotel” protocol handler at installation time
- Webex Teams will call “ciscotel” protocol handler and pass the telephone number
- The OS will pass the number to Jabber. Jabber makes the call (via UCM)

# Cisco Jabber Calling

The following configuration steps are recommended when enabling Cross Launch of Jabber

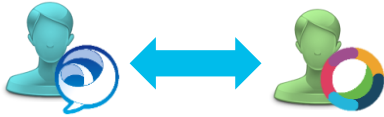
| Jabber Recommendation             | Jabber Config  |
|-----------------------------------|--|
| Disable Proximity                 | <EnableProximity>false</EnableProximity>   |
| Disable Calendar Integration      | <CalendarIntegrationType>0</CalendarIntegrationType><br><MacCalendarIntegrationType>0</MacCalendarIntegrationType><br><EnableCalendarIntegration>false</EnableCalendarIntegration> |
| Disable Meetings Integration      | <Meetings_Enabled>false</Meetings_Enabled>   |
| Disable Cisco Headset Integration | <BlockAccessoriesManagerPlugins>CiscoHIDPlugin.dll</BlockAccessoriesManagerPlugins>  |
| Set Do Not show Docked window     | <DockedWindowVisible>false</DockedWindowVisible>   |
| Set Start client when OS boot up  | <Start_Client_On_Start_OS>true</Start_Client_On_Start_OS>  |
| Enable SIP URI Dialling           | <EnableSIPURIDialling>true</EnableSIPURIDialling>  |

# Hybrid Messaging Service



- Provides migration capabilities for IM&P to Webex Teams
- Hybrid Messaging Service is deployed as a connector on Expressway C
- AXL used to access User DB on IM&P

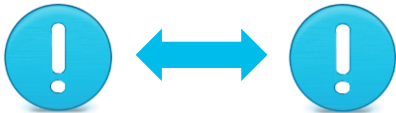
# Hybrid Messaging Capabilities



1:1 Messaging between Jabber and Webex Teams



Presence Mapping: Teams Presence will be mapped into Jabber presence



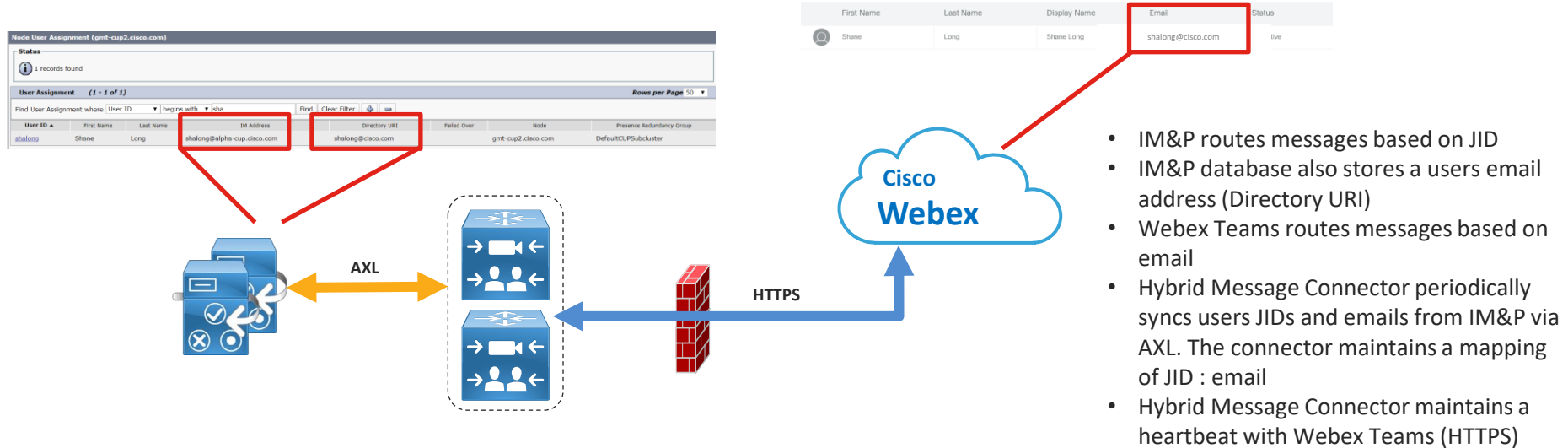
Notifications: Message, Message Read, “is Typing”, Missed Messages (in Teams), Message deleted



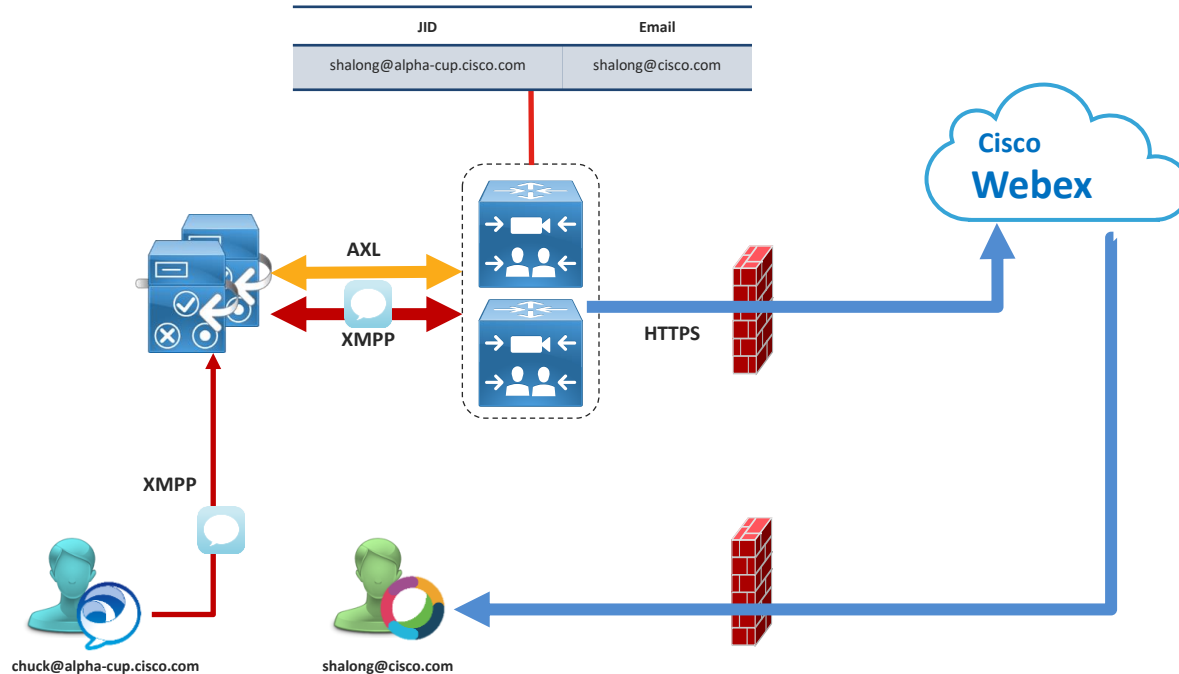
File transfer: Not supported. (Teams user can post file, Jabber will receive notification to get file in teams web client)



# Hybrid Messaging Architecture



# Hybrid Messaging Architecture



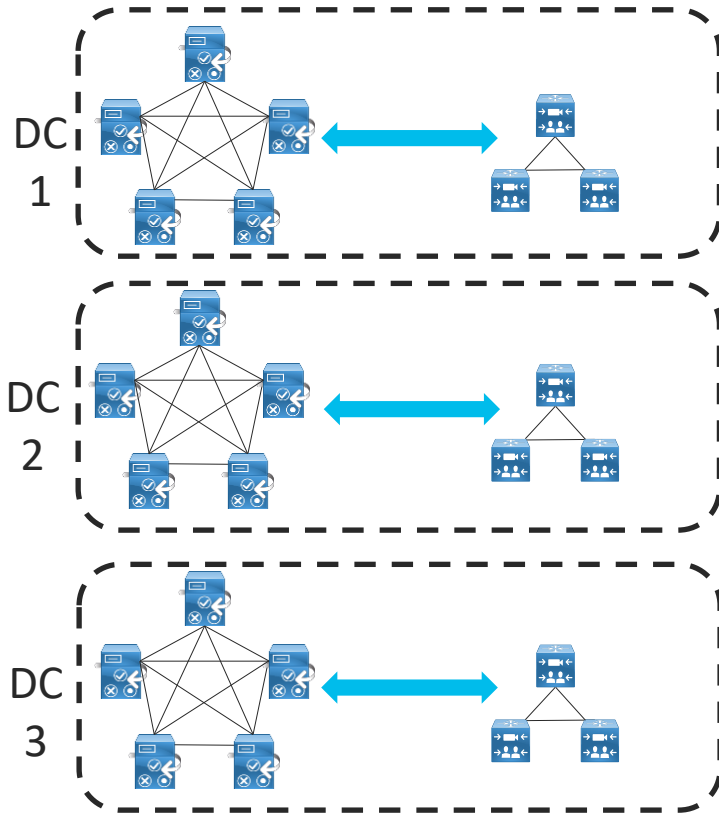
- Chuck sends a message from Jabber to:shalong@alpha-cup.cisco.com
- Message routed to Expressway via XMPP
- Hybrid Messaging Connector maps JID to Email
- Hybrid Messaging Connector routes message to Webex Teams Service to:shalong@cisco.com
- Webex Teams Service routes message to user shalong@cisco.com

# Hybrid Messaging Considerations

- Hybrid Messaging is a tool to assist migrations
- Users must exist in **BOTH** IM&P and Webex Teams to support Hybrid Messaging
- If a user is active in Jabber and Webex Teams simultaneously, they will receive messages in both applications
- For large IM&P based deployments, consider migrating to Centralised IM&P before enabling Hybrid Messaging



# Multi Cluster Deployment Scenario



- Centralize IM&P clusters as much as possible!
- For multiple IM&P cluster based deployments, it is recommended to deploy an Expressway cluster running Hybrid Messaging Connector for each IM&P cluster
- Failover will be within the cluster

# Webex Teams Release Management

## Webex Teams software release management

### Current software version

✓ Current deployed version: July-2020  
updated on 7/30/2020

### Software updates

Would you like all Webex Teams desktop clients to be updated automatically as new versions become available? Or would you like to have a custom schedule for upgrades?

- ☐ Automatic software updates (controlled by Cisco)  
☒ Custom update schedule

#### Frequency

3 months ▼

This is how often the Webex Teams desktop apps are updated in your organization.

#### Deferral period

1 week ▼

The deferral period is how long after a new version of Webex Teams is published by Cisco that your users are automatically updated to that new version.

📅 Based on the above choices, the next scheduled upgrade will be on 11/5/2020 to version October-2020.

### Available builds for testing

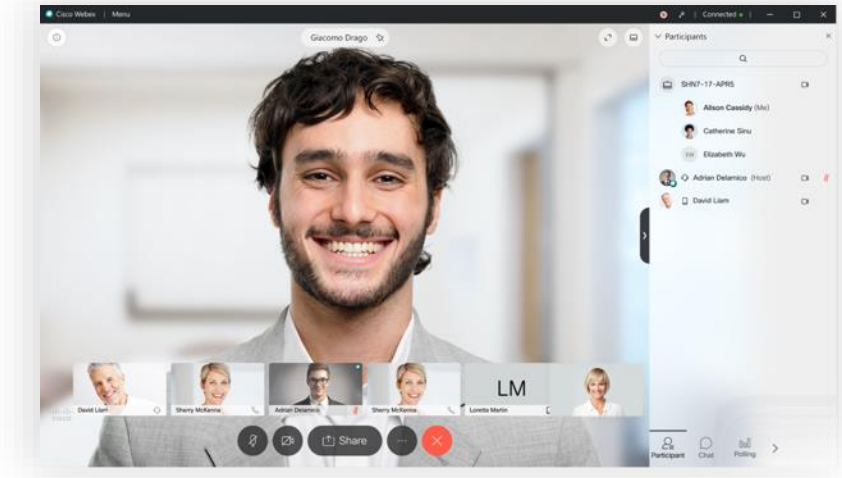
Choose how Webex Teams for desktop is updated for your users, update automatically when new versions become available or choose a custom schedule for update.

[Builds available for download](#)

- Webex Teams provides for an automatic software update capability
- Control Hub provides capability to set update schedule
  - 1 month or 3 month update schedule
- Admin can download the app directly from Control Hub and distribute with enterprise deployment tools if preferred

# Summary

- All of Cisco's Collaboration capabilities delivered in a single, well-integrated solution that delivers a consistent experience so users can do their best day-to-day work across all devices.
- Flexible Deployment models
  - Modularity to meet your organisations needs
  - Re use your investment in UC Manager or Webex Calling



Thank you



# Possibilities

#CiscoLive