CISCO *Live!*

Let's go

#CiscoLive

Webex Calling, Where do I begin?

Steps to get you going fast!

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BRKCOL-2065

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 9, 2023.

https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2065

Agenda

- Let's make some decisions-
- Initial Setup, IDP and SSO
- PSTN Choices and Setup
- User creation
- Devices, Devices, Devices
- Long term care with Analytics and Troubleshooting

Making the right Decisions – Planning for Success

What planning do we need to decide on?

- How is the locations going to be logically setup?
  - All in one country? Many Countries?
  - Integrated into legacy premise-based platforms?

- What type of PSTN will we be using, by location?

- Do we have a single directory, SSO/IDP platform to use? Will it support Webex Single Sign on?

- Devices – Cisco only? Third Party?

- Migrating from a Cisco Communications Manager?

- In the US/Canada? How do we meet 911 regulations.

Locations and PSTN
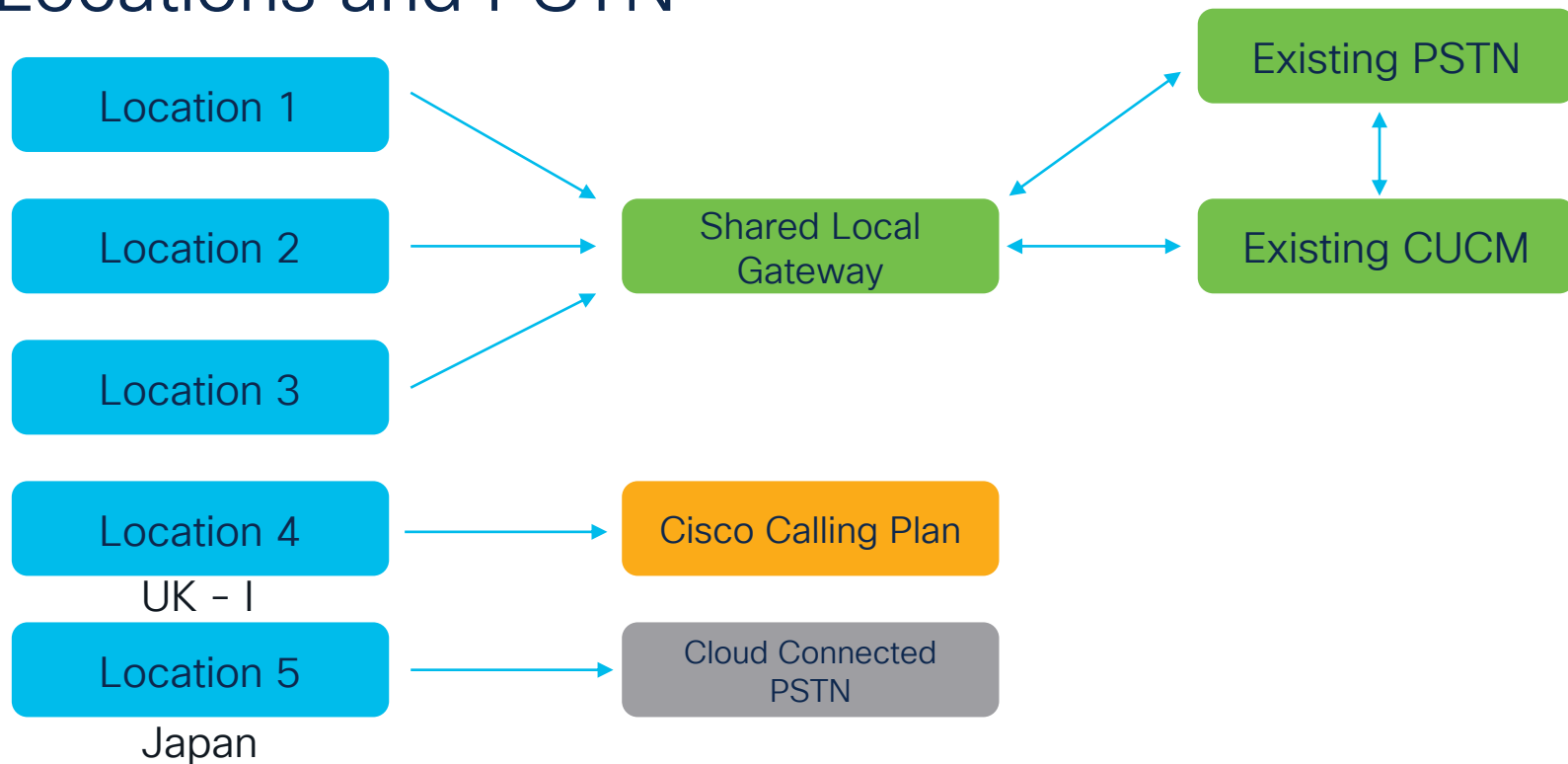
Users, identity and Single Sign On

- If you are going to use SSO (which we STRONGLY suggest) do it first-

- Simple support for cloud based SSO platforms like - Azure AD, Google G-Suite, Okta, Duo ETC

- Claim and Verify your Domain

- If you have another Webex Control Hub, Delegate that account as a Delegated Admin as a backup plan

- Cisco Live Virtual Presentation from 2022 on how to integrate Microsoft or Google from yours truly........ https://www.ciscolive.com/on-demand/on-demand-library.html?search=justin%20jordan#/session/165501159970100183hE

Migration Options

Control Hub based
Migrations -------

Deploy Cisco Cloud Connected UC from the Control Hub to CUCM 12.5/14

↕

Control Hub Communicates with CUCM- initiates the Upgrade Process per phone selected

↕

Converts Phone to MPP – Assigns to User – Adds License for MPP Migration in one step!
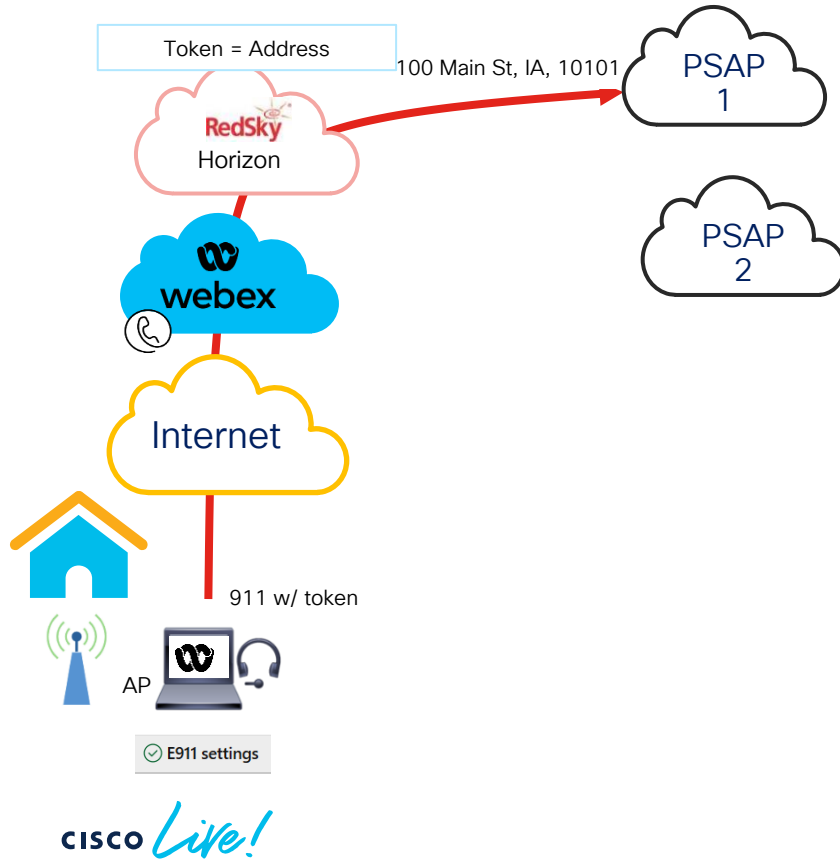
Nomadic E911

- Cloud–based location discovery, routing and notification services
- Nomadic E911 service included for US based Webex® Calling customers
  - Canada coverage provided via Solution+
  - Non-US/Canada locations to use PSTN for emergency calling
- Simplified service enrollment via Control Hub
- Emergency call routing provide by Webex Calling
- Designed to meet federal and state requirements
- Track mobile clients both on and off-premises
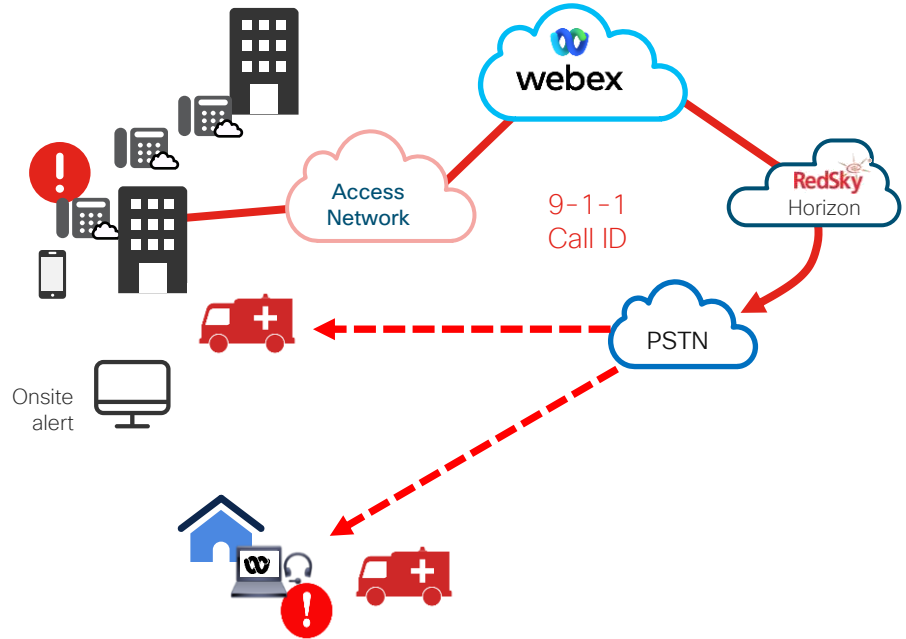
Set up emergency call settings for US locations in your organization to meet the requirements defined for your state and **federal regulations.**

Nomadic E911: Off-premises client

Token = Address

100 Main St, IA, 10101

RedSky
Horizon

webex

Internet

911 w/ token

AP

E911 settings

PSAP 1

PSAP 2

- **Scenario:** User has set their location and places a call to emergency services

- Emergency call is dialed, Webex App adds token to call setup

- RedSky uses the token to derive the user and address

- The address is delivered to the appropriate PSAP

- Emergency services can be dispatched to the user's location

Nomadic E911: On-premises client

Corporate Address:
AP1: Bldg 1, Floor 1
AP2: Bldg 1, Floor 2
AP3: Bldg 1, Floor 3
AP4: Bldg 1, Floor 4

RedSky
Horizon

PSAP

webex

Internet

AP1 AP2   AP3 AP4

E911 settings   E911 settings
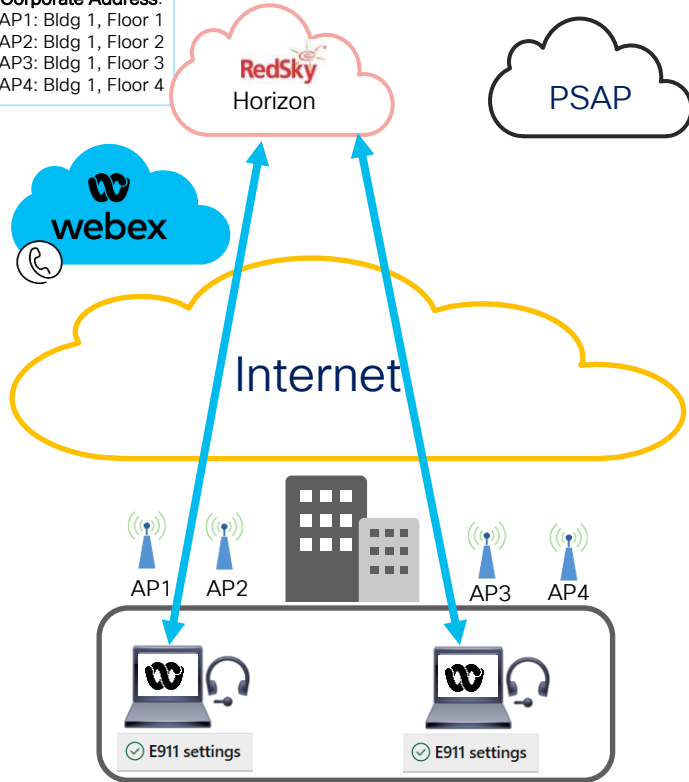
Scenario: User is working on campus using Wireless Access Points

- Admin defines wiremap* for on-premises locations

- Device sends BSSID or IPSubnet to RedSky and gets a device specific token in return

- Calls places to 911 will carry device specific token for dispatch address.

* wiremap: consists of infrastructure being associated to a physical location. Infrastructure can be a switch, Access Point or IPSubnet.

Calling Basics – Location and Simple PSTN
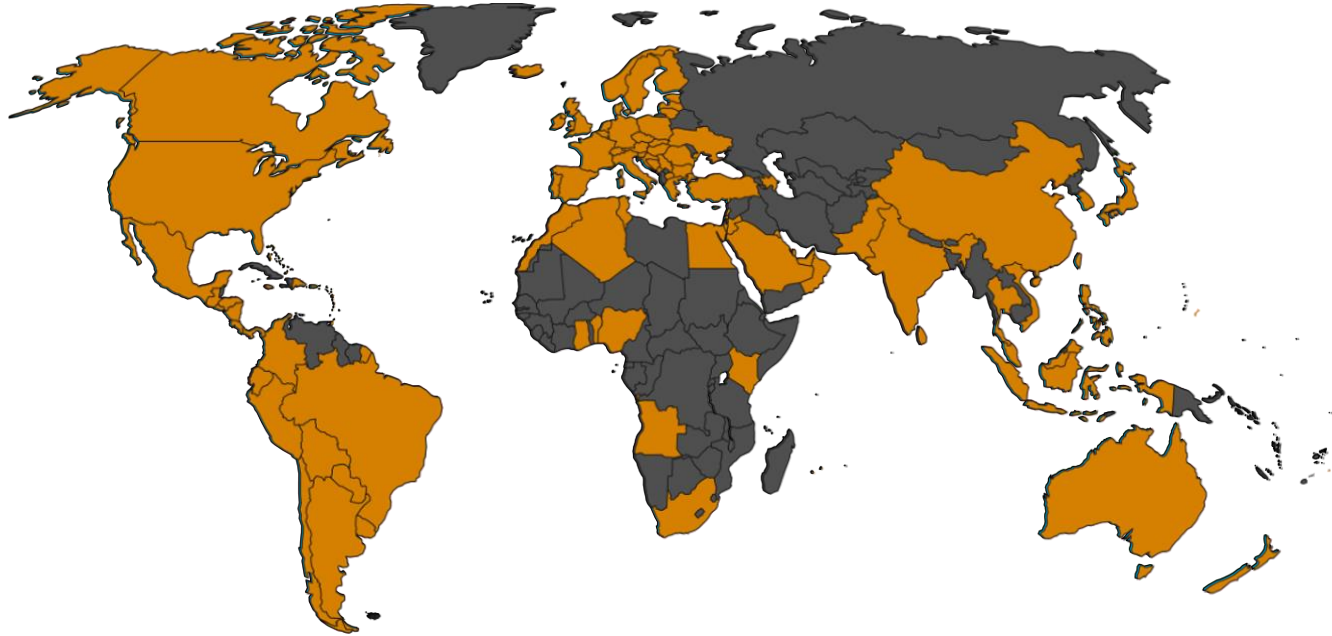
Flexible PSTN options

Cisco Calling Plans
19 countries with more coming soon

Cloud Connected PSTN
65+ countries Cisco-certified providers

Local gateway
117+ countries BYOC

https://help.webex.com/en-us/article/nousk9ab/Get-Started-with-the-Cisco-Calling-Plan
https://www.webex.com/products/calling-global-availability.html

Steps to Success – Location Setup

Always add your Main Number!!!!

User Options and Best Practices

- Directory creation and integration options with SCIM?

- Creation via CSV import File?

- Good ole standard, one at a time!

- Define as much as you can via a template or the CSV file

- Edit in bulk if needs arise via CSV.

- Plan to win, if you delete, the data is gone, so plan accordingly

User Creation
Demo/Webex App

Integrated devices for Webex Calling

Headsets

USB camera

IP phones

All-in-one premium collaboration and co-creation

At your desk

300 / 500 / 700 / 900 Series

Cisco Desk Camera

6800 / 7800 / 8800 Series

Key Expansion Modules

Cisco Desk Series – Hub / Mini / Desk / Desk Pro

IP conferencing

Video-first kits

Video-first integrated systems

Immersive boardroom

Team collaboration and co-creation

Meeting spaces

7832   8832

Cisco Room Phone

Cisco Room Kit Series

Cisco Room Series

Cisco Room Panorama Series

Cisco Board Series

Single platform advantage

*DECT phones

Ruggedized WiFi Phones

ATAs

Consistent user experiences

Single pane of glass management and analytics

6823

6825

DBS-110
DBS-210

Cisco 840/860
(coming soon)

Cisco 191/192
AudioCodes MP-124E/MP-1288

VG400

Webex App

Control Hub

Mobile

Analog

Device Management Options

Fully Managed	Un-Managed

Cisco Managed
Full Native Customization

Poly / Yealink Managed
Basic Customization
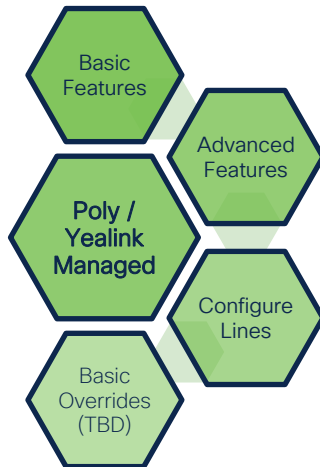
Partner Managed
Customize via DM Vendor

Customer Managed
Generic SIP Devices

- Basic Features
- Serviceability
- Advanced Features
- Cisco Managed Phones
- Device Settings
- Configure Lines
- Configure Layouts / Templates

- Basic Features
- Advanced Features
- Poly / Yealink Managed
- Configure Lines
- Basic Overrides (TBD)

- Partner Managed
- Tekvizion (Certification)
- DM Vendor

- Customer Managed
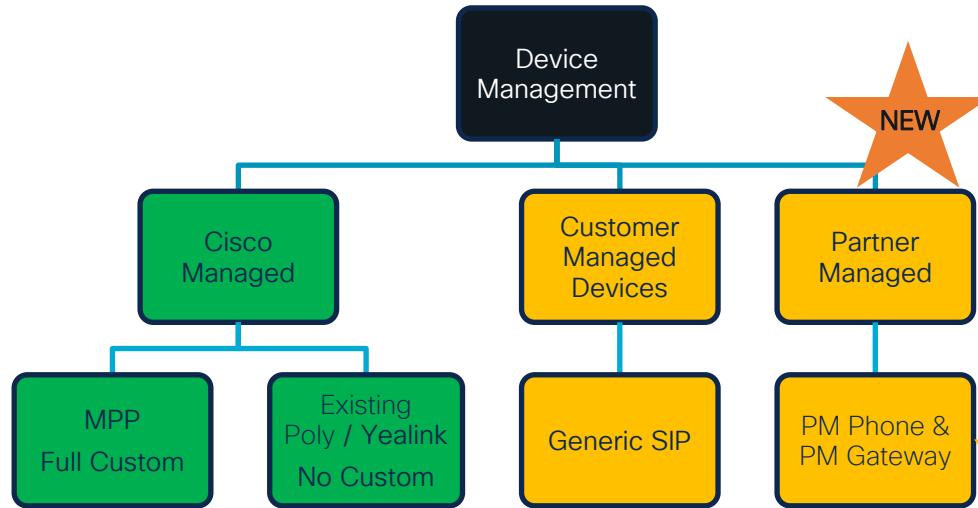- Tekvizion (Validation)
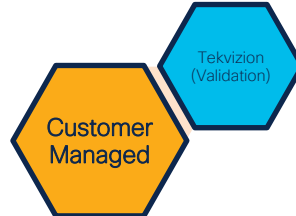
API Bulk Support

No Bulk options

← Better Support Capability by Cisco

More Effort Required by Partner/Customer →

Partner Managed - Fills a DM Gap

1. __Certify device using Tekvizion__ – (Handled by Device Vendor) – Expand the basic Tekvizion certification for 3rd Party Devices to include all necessary Webex Calling Cloud testing

2. __Provision as Partner Managed Devices__ – Uses a single default DTAF that generates a device information file that can be used by DM Vendors to build working device configurations

3. __Customize via DM Provider__– DM Provider requests information for devices via the standard DM process. Uses to build device configuration files to be used by devices.

Device Management

NEW

Cisco Managed

Customer Managed Devices

Partner Managed

MPP Full Custom

Existing Poly / Yealink No Custom

Generic SIP

PM Phone & PM Gateway

Tekvizion Certification

Normal DM Process using MTLS 1.2

DM Vendor Build Custom Configs

Analytics/Troubleshooting Demo

Conclusions/Questions

Fill out your session surveys!

Attendees who fill out a minimum of four session surveys and the overall event survey will get **Cisco Live-branded socks** (while supplies last)!

Attendees will also earn 100 points in the **Cisco Live Challenge** for every survey completed.

These points help you get on the leaderboard and increase your chances of winning daily and grand prizes

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
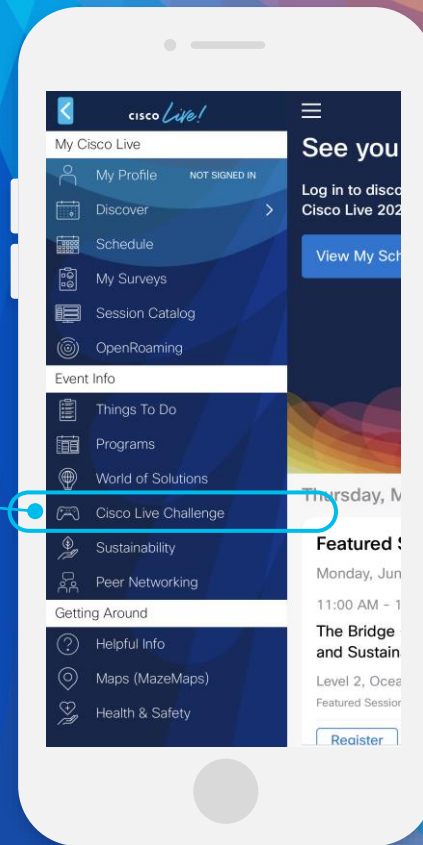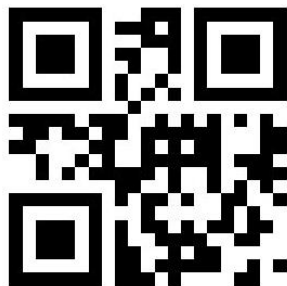
Thank you

Cisco Live
Challenge

Gamify your Cisco Live experience!
Get points for attending this session!

How:

1 Open the Cisco Events App.

2 Click on 'Cisco Live Challenge' in the side menu.

3 Click on View Your Badges at the top.

4 Click the + at the bottom of the screen and scan the QR code:

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