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The bridge to possible

Webex Calling, Where do I begin?

Steps to get you going fast!

Justin Jordan – Senior Product Manager, Webex at Cisco

@justincollab

BRKCOL-2065



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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

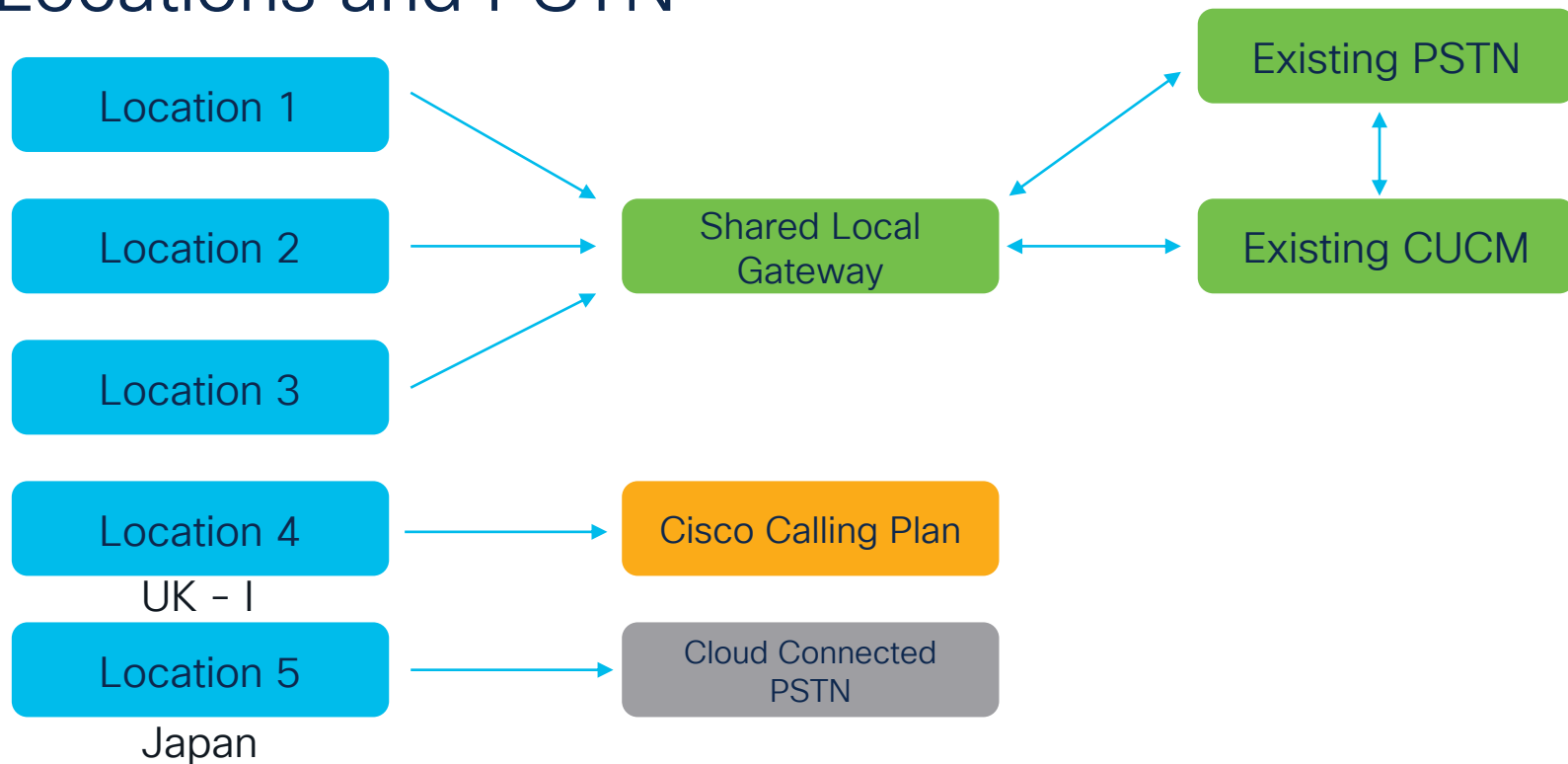
Making the right Decisions – Planning for Success



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

The screenshot shows the Cisco Control Hub interface. On the left, a sidebar lists services: Updates & Migrations (highlighted with a red circle), Messaging, Meeting, Calling, Vidcast, Connected UC, and Hybrid. The main content area is titled 'Hybrid service' with a status of '6 INCOMPLETE'. Below this, there are two migration cards. The first card, 'Migrate Enterprise phones to Multiplatform (MPP) firmware', is also highlighted with a red circle. It includes a description, a 'How this works' section with two bullet points, and a 'Get started' button. The second card, 'Migrate Calling from on-prem UCM to Cisco Webex Cloud', is also highlighted with a red circle. It includes a description, a 'How this works' section with four bullet points, and a 'Get started' button. The text 'Control Hub based Migrations -----' is overlaid on the right side of the screenshot.

Control Hub based Migrations -----

Cloud Connected UC Process

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



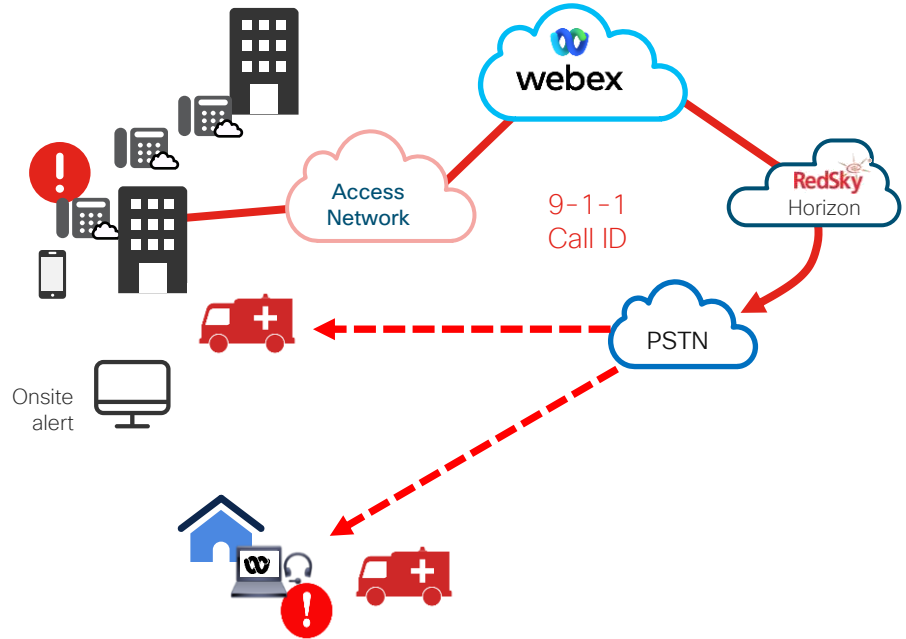
Control Hub Communicates with CUCM- initiates the Upgrade Process per phone selected



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

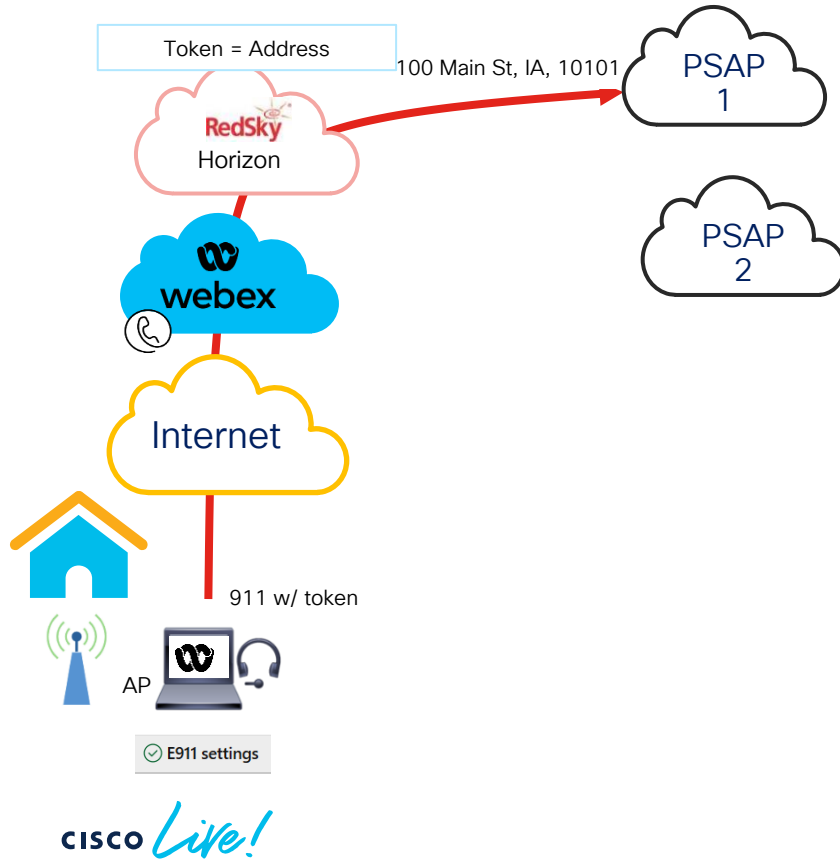
Nomadic E911

- 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 provided 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.

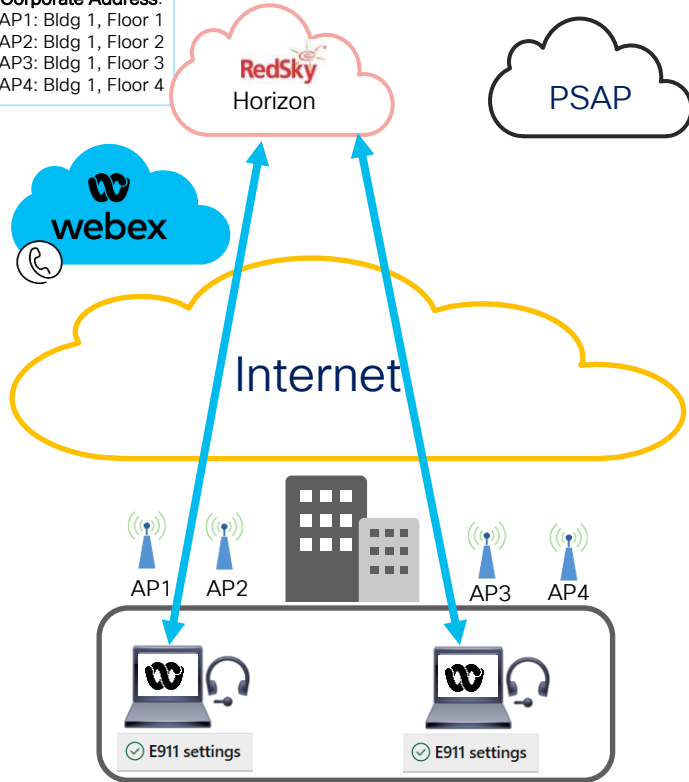
Nomadic E911: Off-premises client



- **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



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

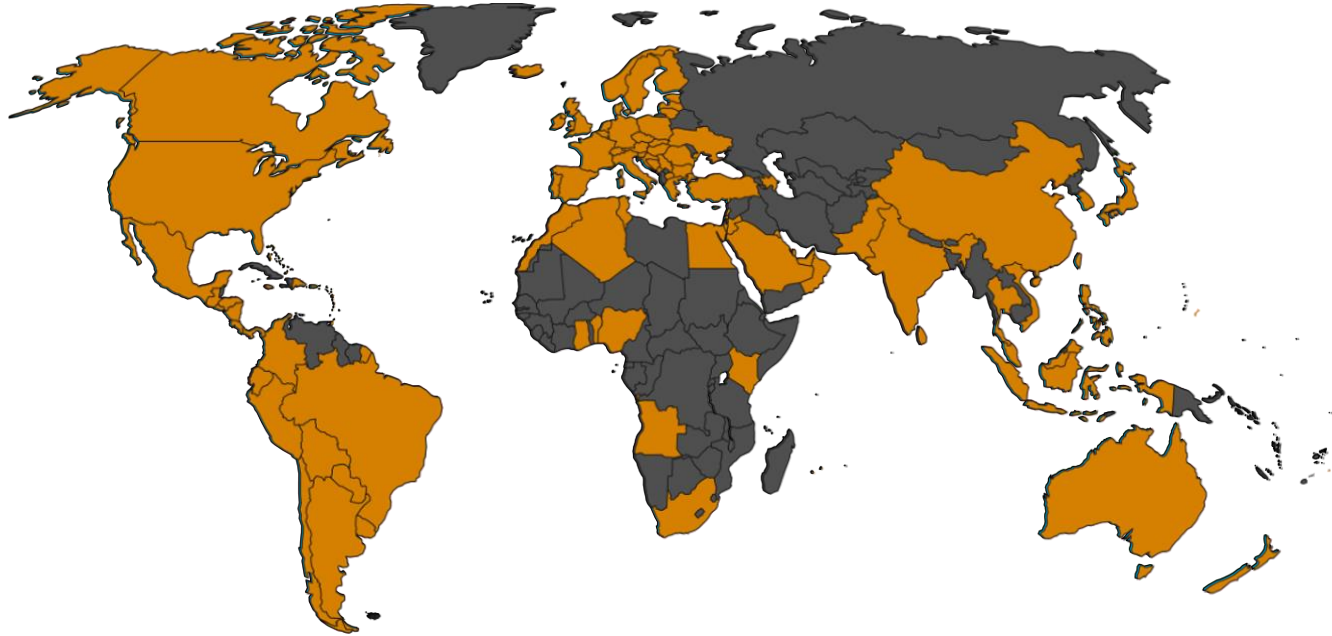
19 countries with more coming soon

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

The screenshot illustrates the steps to set up a location in the Cisco Live! interface. The interface is divided into several sections:

- Manage location:** A button with a dropdown arrow, with 'Create manually' highlighted.
- Set up the calling service:** A section with a 'Set up calling' button.
- Form:** A form for creating a new location with the following fields:
 - Location name: Merced
 - Country: United States
 - Address: 2354 E. South Bearcreek Dr.
 - Address line 2 (optional):
 - City / Town: Merced
 - State / Province / Region: California
 - ZIP / Postal Code: 95340
 - Latitude: 37.09024, Longitude: -95.712891
- Map:** A map showing the location of Merced, California.
- Connection Type:** A section with two options: Cisco PSTN and Cloud Connected PSTN.
- Table:** A table showing existing locations, with the 'Merced' entry highlighted.

Home	Address	Country
Home	170 W Tasman Dr	United States
New Braunfels	535 Solms Forest, New Braunfels, TX 78132, U...	United States
Merced	2354 E. South Bearcreek Dr.	United States

Always add your Main Number!!!!

**Merced**
Location ID: e79d1c46-1422-4a00-84f2-c37e072578d8 
0 users • 0 workspaces

Actions ▾

Overview Floors **Calling**

Calling connection

PSTN connection ⓘ

Cisco PSTN

Manage ▾

Main number ⓘ

Select a number ▾

Q Search

+12097636001

... calls until this number is added

Emergency calling

Callback number ⓘ

⚠ This Location's main number not selected. >

Service address ⓘ

2354 E SOUTH BEAR CREEK DR , MERCED, CA 95340, US

Manage

Emergency call notification ⓘ

Off

>

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

At your desk

Headsets



300 / 500 / 700 / 900 Series

USB camera



Cisco Desk Camera

IP phones



6800 / 7800 / 8800 Series

Key Expansion Modules

All-in-one premium collaboration and co-creation



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

Meeting spaces

IP conferencing



Cisco Room Phone

Video-first kits



Cisco Room Kit Series

Video-first integrated systems



Cisco Room Series

Immersive boardroom



Cisco Room Panorama Series

Team collaboration and co-creation



Cisco Board Series

Single platform advantage

*DECT phones



Ruggedized WiFi Phones



Cisco 840/860 (coming soon)

ATAs



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

VG400

Consistent user experiences



Webex App

Single pane of glass management and analytics



Control Hub

Mobile

Analog

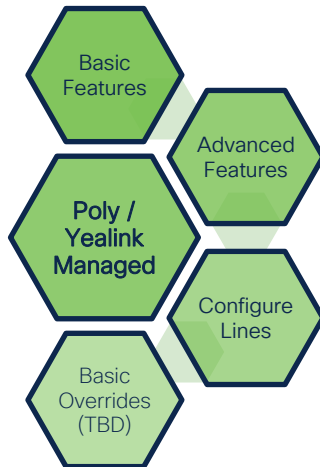
Device Management Options

Fully Managed

Cisco Managed Poly / Yealink Managed

Full Native Customization

Basic Customization



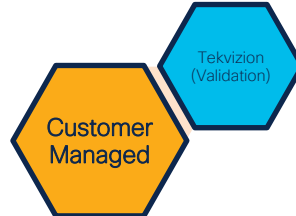
Un-Managed

Partner Managed

Customize via DM Vendor

Customer Managed

Generic SIP Devices



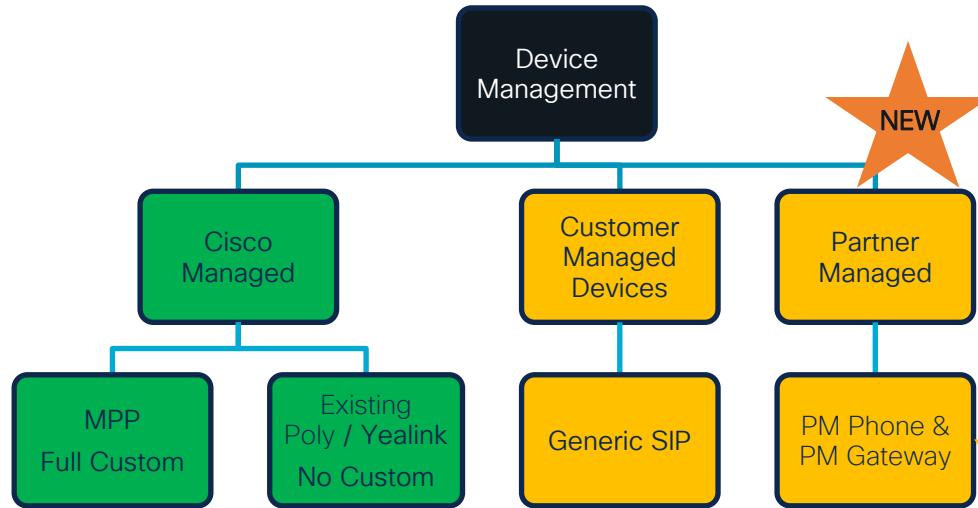
API Bulk Support

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.

**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



The bridge to possible

Thank you

CISCO *Live!*

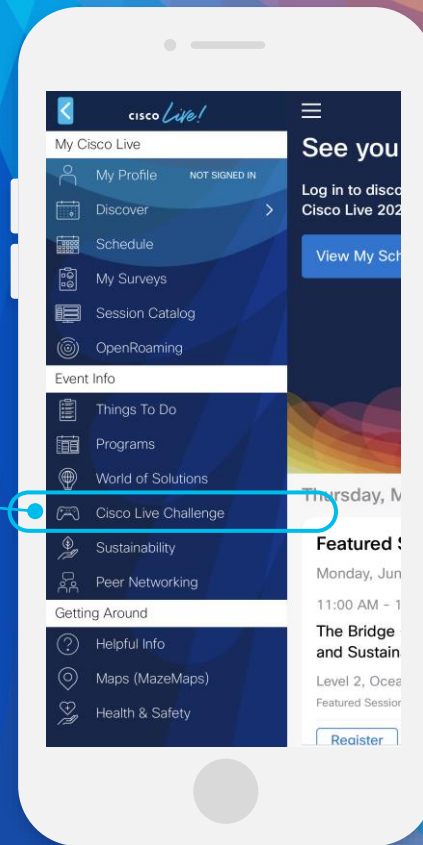
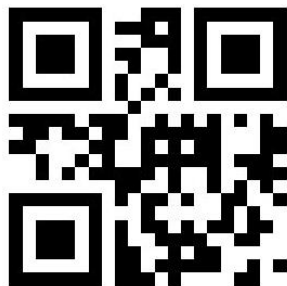
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Cisco Live Challenge

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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