



The bridge to possible

Supercharge your business growth with Webex Calling

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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 until February 24, 2023.



Calling powers moments that matter



Personal touch



Quick response



Urgent resolution



Strengthen relationships

Connects
billions around
the world



Calling across all worker types and verticals



Frontline
workers



Support
agents



Skilled workers &
in regulated roles



Knowledge
workers

Businesses rely on calling everyday

8B+

Business
calls per
month

45M+

Cloud users –
Partner &
Cisco hosted

7.6M+

Cisco Cloud
Calling users,
2X YoY growth

120+

Markets with
Webex calling

Next gen, powerful Webex Calling is here

Cloud Calling, the way you want it



Enterprise-grade calling features

Easy-to-use and secure

Centralized management and administration

Multiple deployment options

Flexible migration to cloud

Site survivability option

Webex Suite is our holistic collaboration offering



Calling



Meetings



Messaging



Polling



Webinars



Events



Vidcast



Whiteboard



Secure and
Compliant



Scalable and
Globally Available



AI-Enabled



Open
Platform



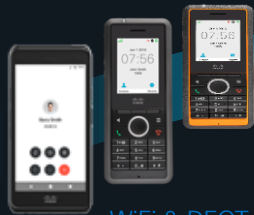
Managed
Centrally

Immersive calling and collaboration devices

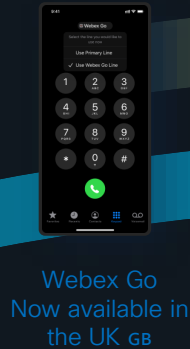
For any worker, anywhere, any device, including 3rd party devices

Knowledge workers

Frontline



WiFi & DECT
Phones



Webex Go
Now available in
the UK GB



Webex Desk
Camera +
Headset



Desk Phones



Webex Desk Series

Executive & Room

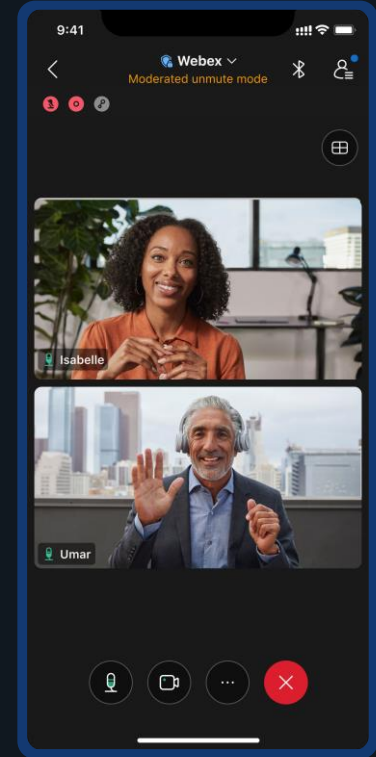
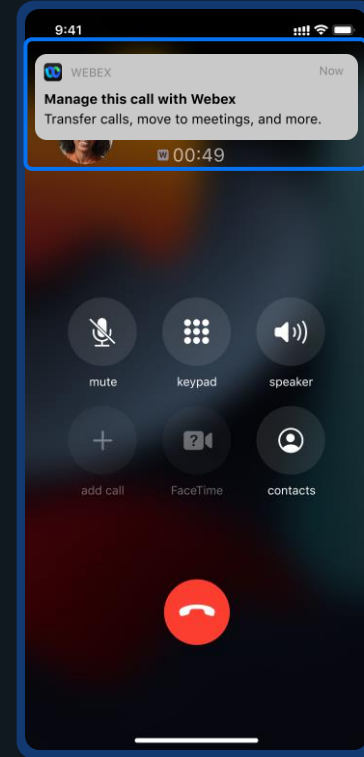


Webex Board &
Room Series



Mobile First with Webex Go

- One personal device for both personal and business calls
- Supports BYOD model
- Enterprise compliant (privacy, security)
- Elevated experience with video, sharing, and SMS
- More European countries coming later



AI infused experiences



Audio Intelligence

- “Optimize for my voice”
- Noise Removal
- Captions
- Transcription
- Translation



Video Intelligence

- Gesture reactions
- Background Augmentation
- Immersive share
- People Focus
- Head Detection
- Face Recognition



Conversational AI

- Webex Assistant
- Webex Assistant Skills
- Language support
- Accuracy and Performance
- Transcription and Translation
- Actions and outcomes



Collaboration Insights

- Personal Insights
- Connections
- Team Insights
- People Insights

Remove noise on both ends of your calls

Control your audio for single speaker, multiple speakers, or music

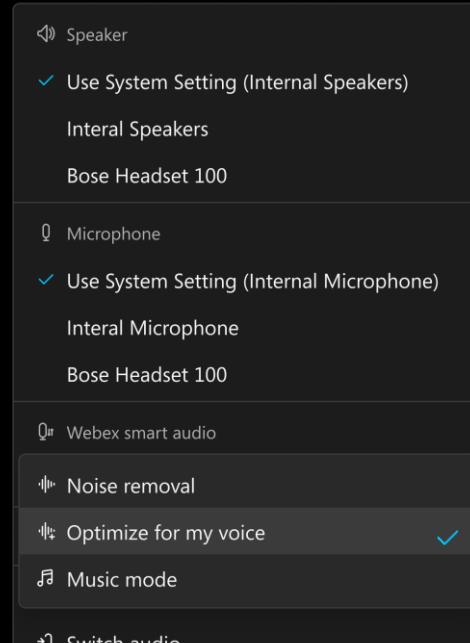
Remove background noise from caller audio

Desktop & Mobile

CISCO *Live!*

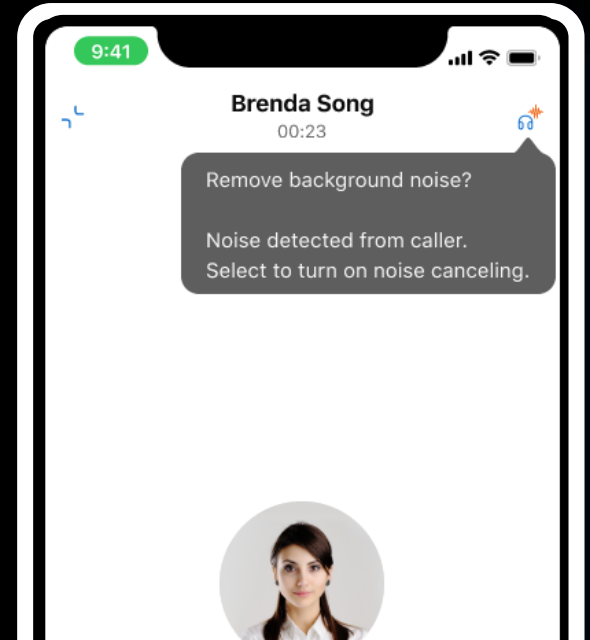
Optimize for my voice

Removes all background noise and background speech



PSTN noise removal

Webex App users can eliminate background noise from remote callers

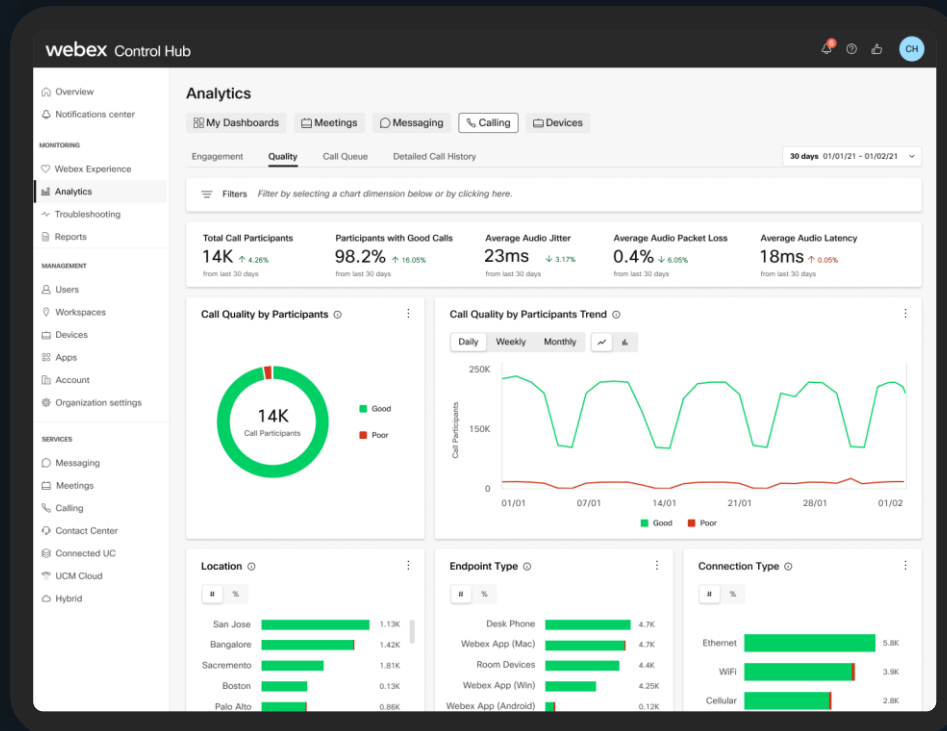


Single pane of glass – Control Hub

Single pane of glass for ALL management, analytics and troubleshooting

Easy migration using Control Hub

Setup assist – a migration service provided by Cisco



Calling security and compliance

Bring your own Key

Encrypt calling data like Voicemail messages and transcripts with integrated key management system.

End to End Encryption

Protect sensitive call data with E2E encryption

Legal Compliance

Custom retention, SPAM block

FedRAMP Certification

Enhanced security standard with FIPS and FedRAMP moderate authorization

Simplified PSTN

Three flexible options for PSTN connectivity

Cisco Calling Plans

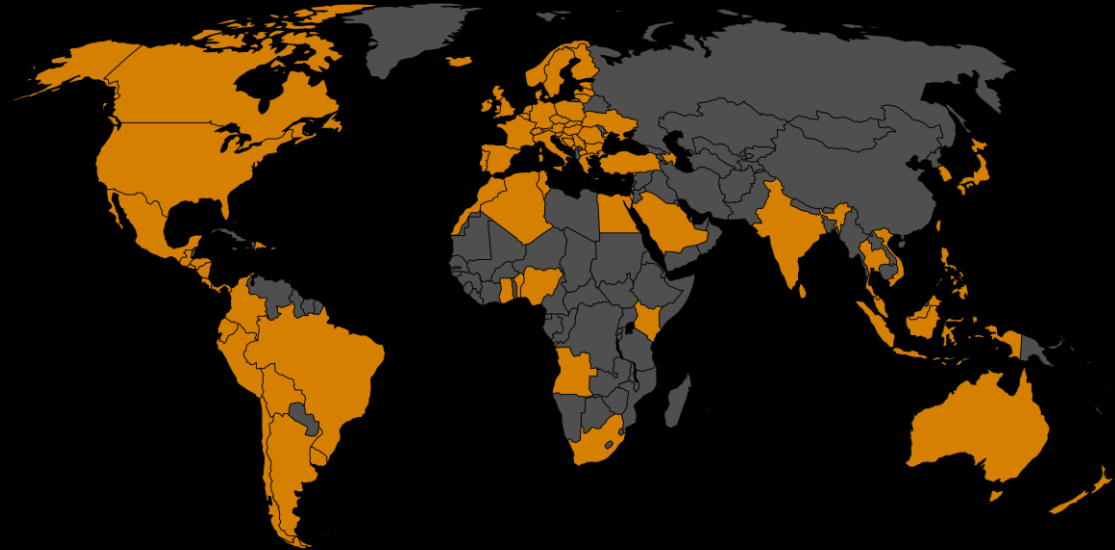
19 countries across US, CA, UK, EU & APJ

Cloud Connected PSTN

65+ countries Cisco-certified providers

Local gateway

120+ countries BYOC



Growing ecosystem of partners

TPX

PEAK
amplify

zluri

RedSky
AN EVERBRIDGE COMPANY

LOGISense

sam
win

Veripty

MIT
WHERE META MATTERS

yarnlab

Microsoft

dubber

TOLLRING

AKIXI

MAVENIR

bluip™

chrome enterprise

METROPOLIS

COREMOBILE
INC

kuando
BUSYLIGHT
by Penom.com

RTEL
WORLD

tuki
by Correnet

imagicle
ZUCCHETTI

ISI

Call Control®

singlewire
software

tenfold

kurmi

Italtel

Responsive Services
International

2N

@comm
Call Accounting Made Simple

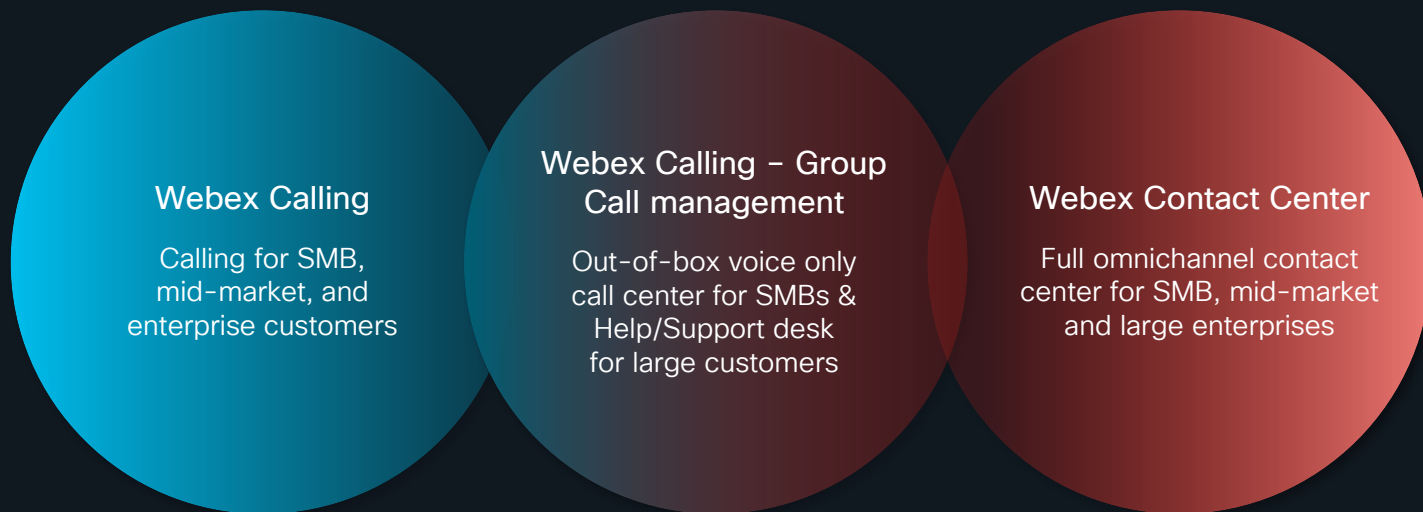
ALGO

newotek

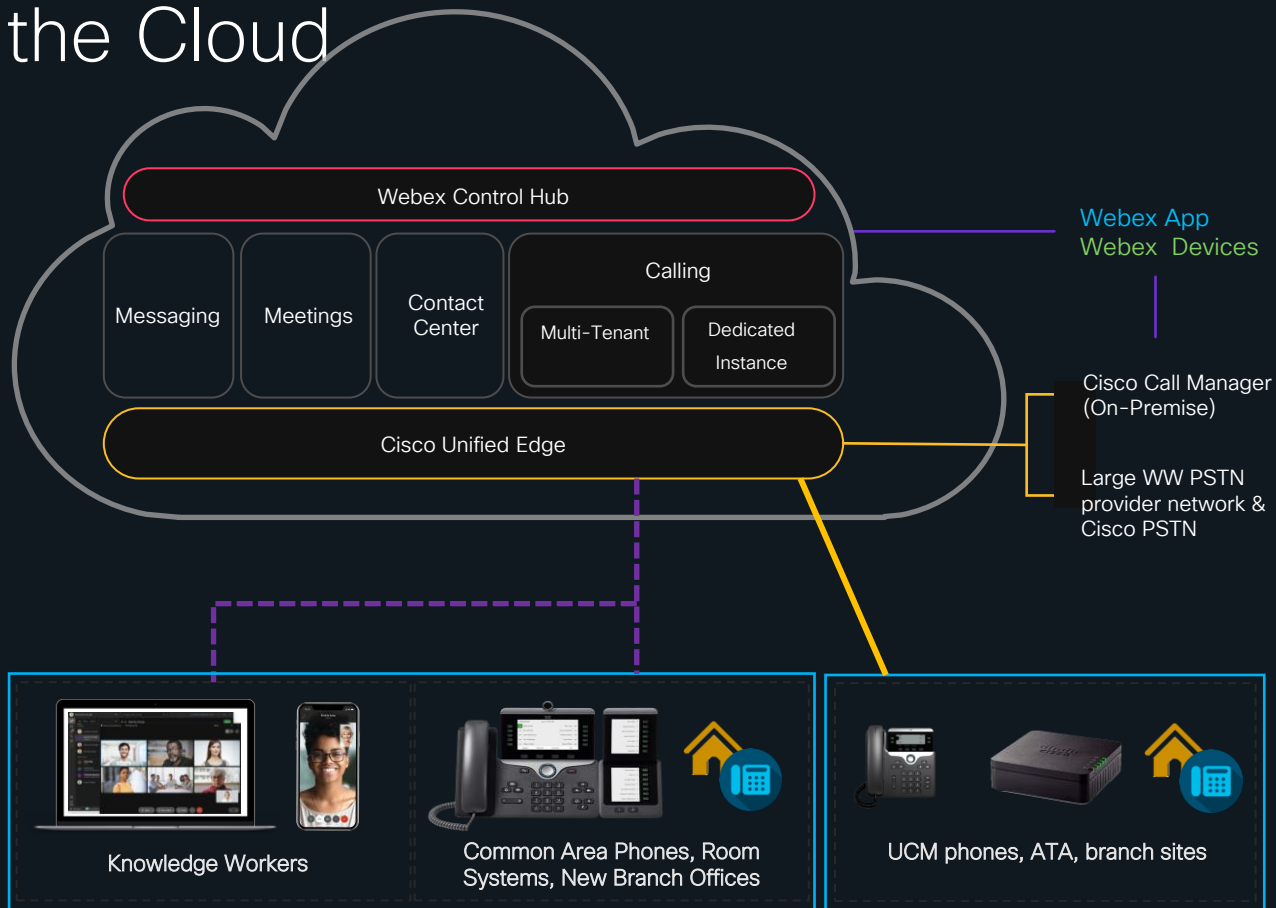
CISCO Live!

Customer Experience (call → contact center)

Flexibility to evolve with your business



Flexible Path to the Cloud



Multi-Tenant: fully featured & continued feature velocity (survivability coming soon)

Dedicated Instance: Easy “Lift & Shift” support

UCM on-premise

Easy migration path

Go To Market Strategy

Webex Suite



Calling



Meetings



Messaging



Polling



Events



Whiteboarding



Async Video

Deployment



On-premises



Hybrid



Cloud



Mixed Entitlements

Routes to market

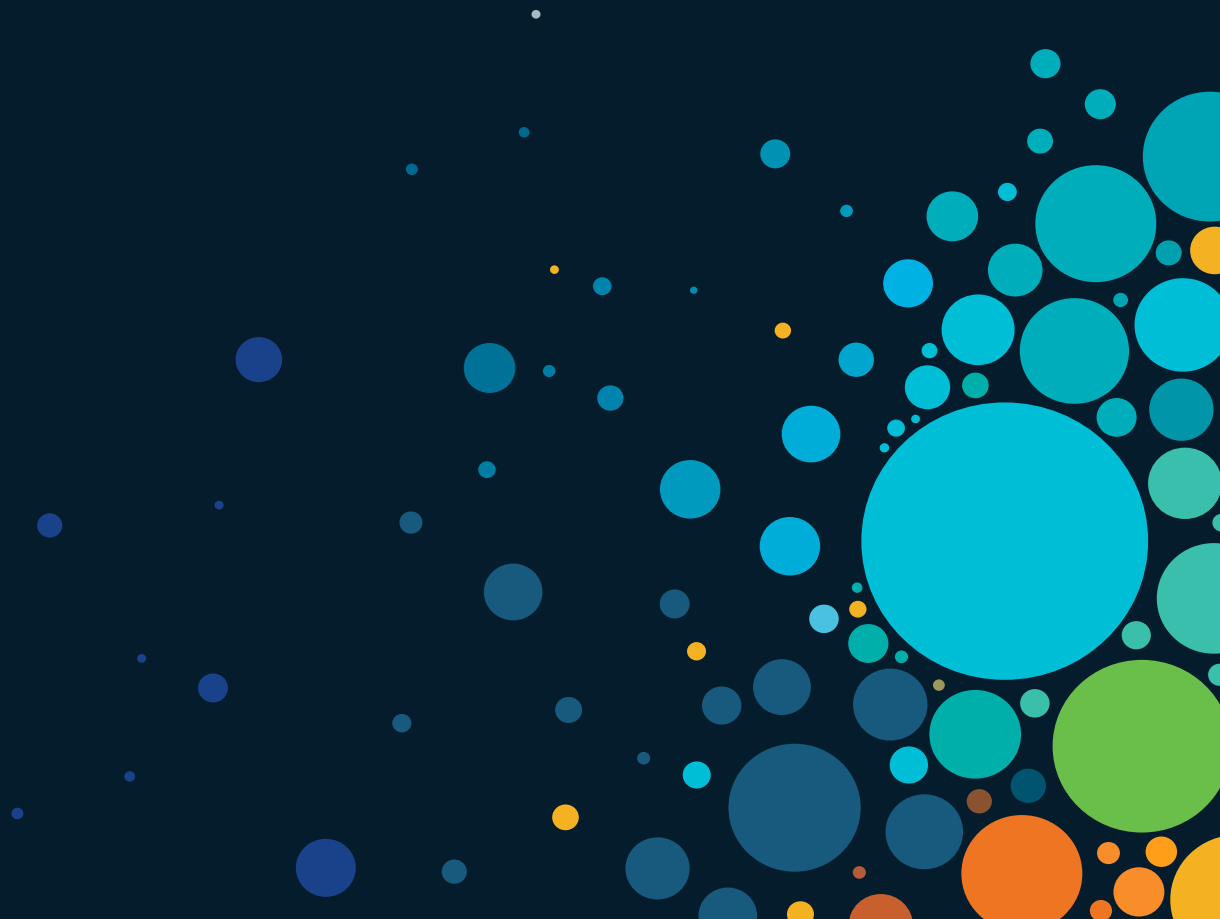
Digital

Service Provider

Wholesale

Partner (VAR)

Supercharge your Calling Experience



The calling experience transformed



Hear



See



Do

Now delivering powerful Webex Calling innovations



Microsoft Teams integration



Group Call Management



Shared Line & Multi Line



Site Survivability



Next generation hot desking

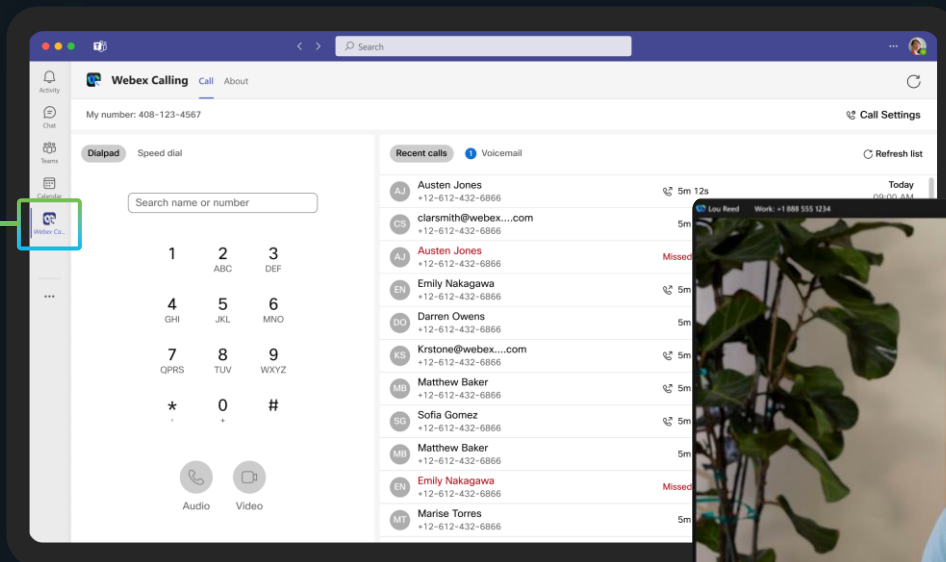


Webex Calling for Chrome

Webex Calling + Microsoft Teams integration

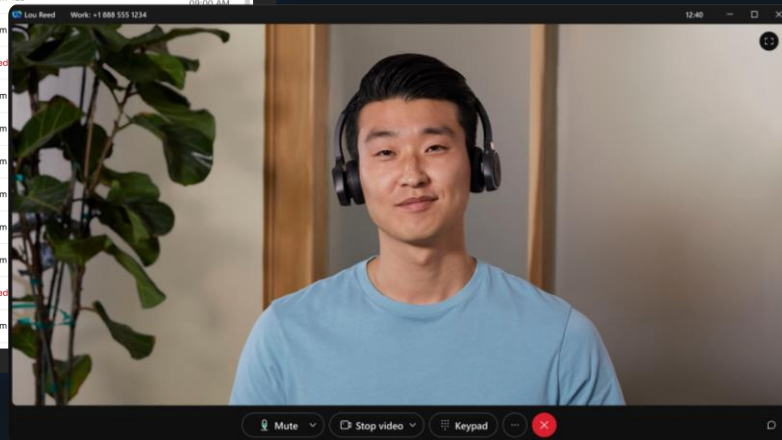
Powerful way to collaborate and communicate within MS Teams

New landing page
Immediate access to
Webex Calling tools



Live call window

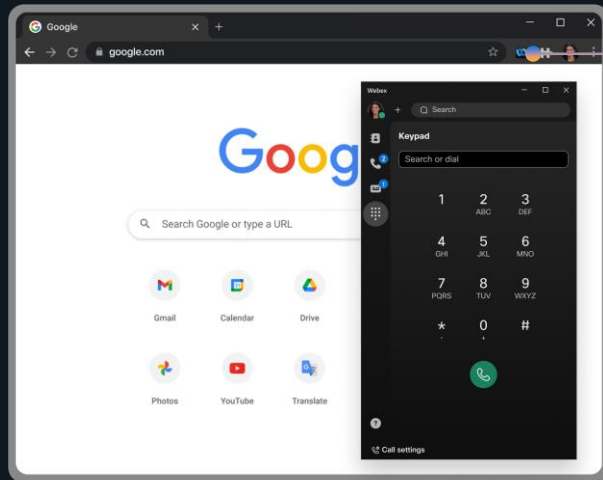
A complete audio and
video Webex Calling
experience



Webex Calling for Chrome

Enterprise cloud calling within the Chrome browser

Available

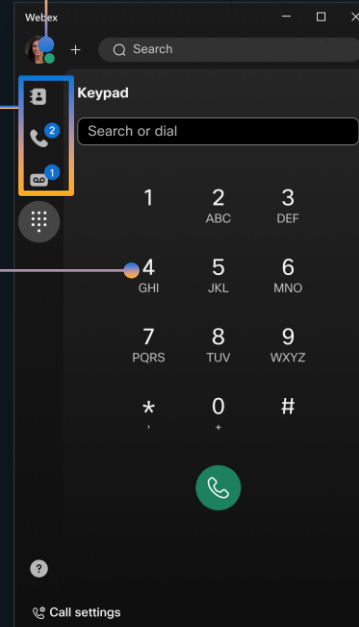


One-click launch from toolbar

- Contacts
- Call history
- Voicemail

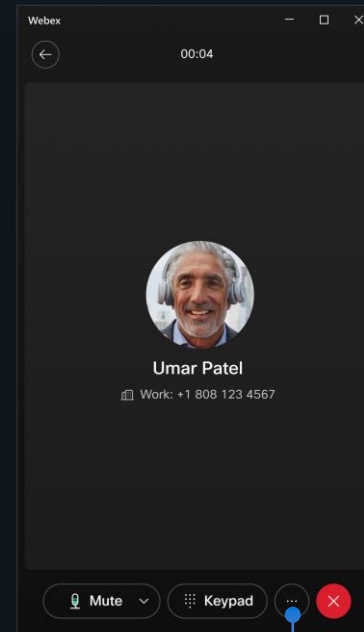
Dial pad with directory search

User presence



Dialpad

Live call window



Mid-call controls

- Hold
- Transfer
- Conference

Next generation hot desking

Delivering a **personalized** return-to-office experience

Log in instantly with a QR code

Make and receive voice and video calls from your business line

Access call history, contacts, calendar, and voicemail

Join scheduled meetings with a single click



Cisco 8875

Cisco 8875 available now, hot desking
general availability target is early Q1'23



Group Call Management

Available

Delivering an impactful customer experience right out of the box

Easy setup & use and included with Webex Calling

Advanced call queue capabilities (request call-back, skills-based routing)

Supervisor managed: monitor, coach, barge-in, takeover

Reporting & Analytics dashboard in Control Hub

Great experience on existing devices and apps



Multi Line with Multi-Call Window

- Manage high volume calls like a pro with multi line support
- Improved flexibility and control for power users
- Enable intuitive business workflows

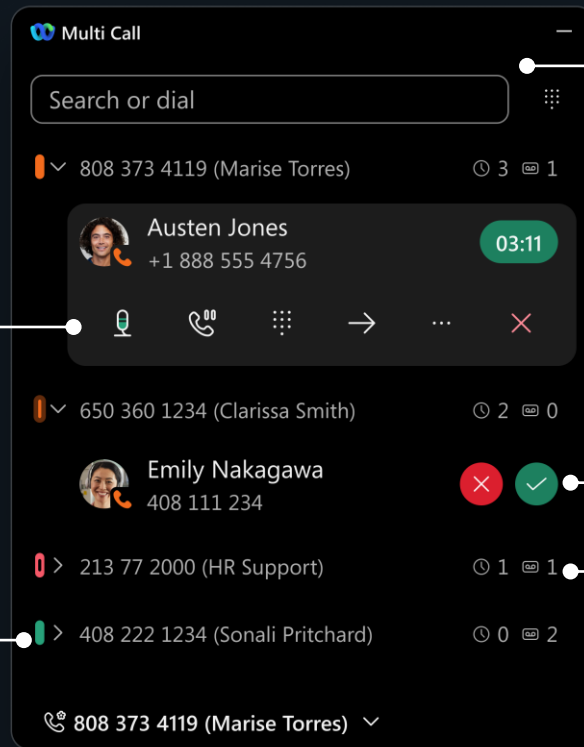
Easily accessible enterprise calling features

Presence indicators (BLF)

Slim, compact design to optimize desktop productivity

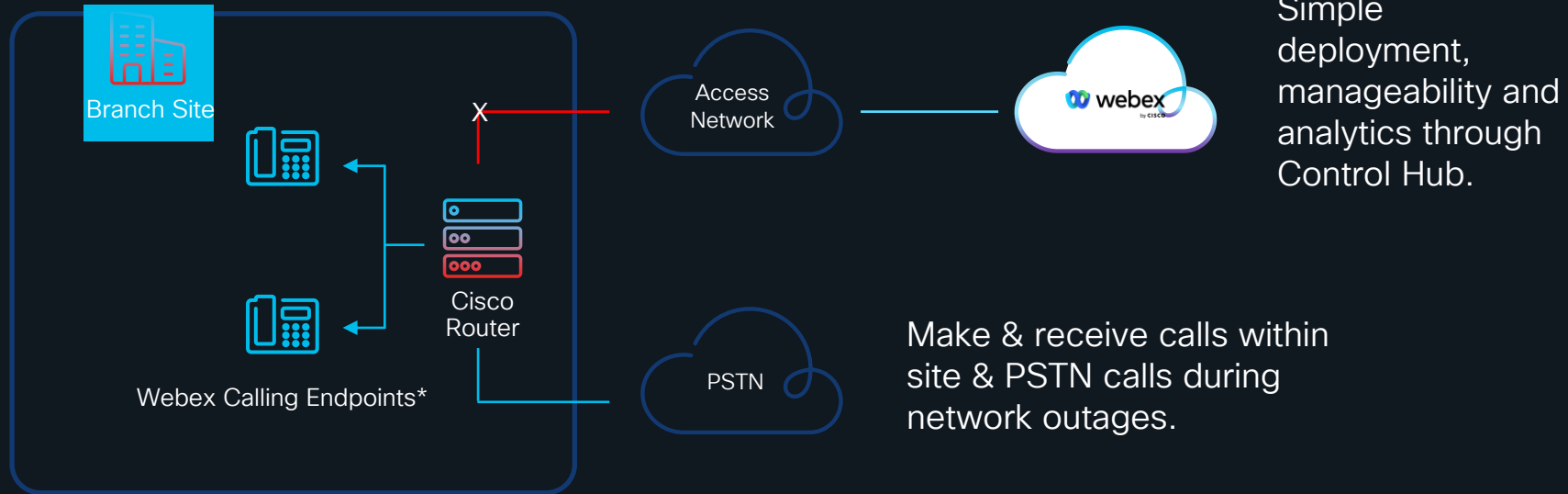
Answer or decline calls on any line

Intuitive message indicators



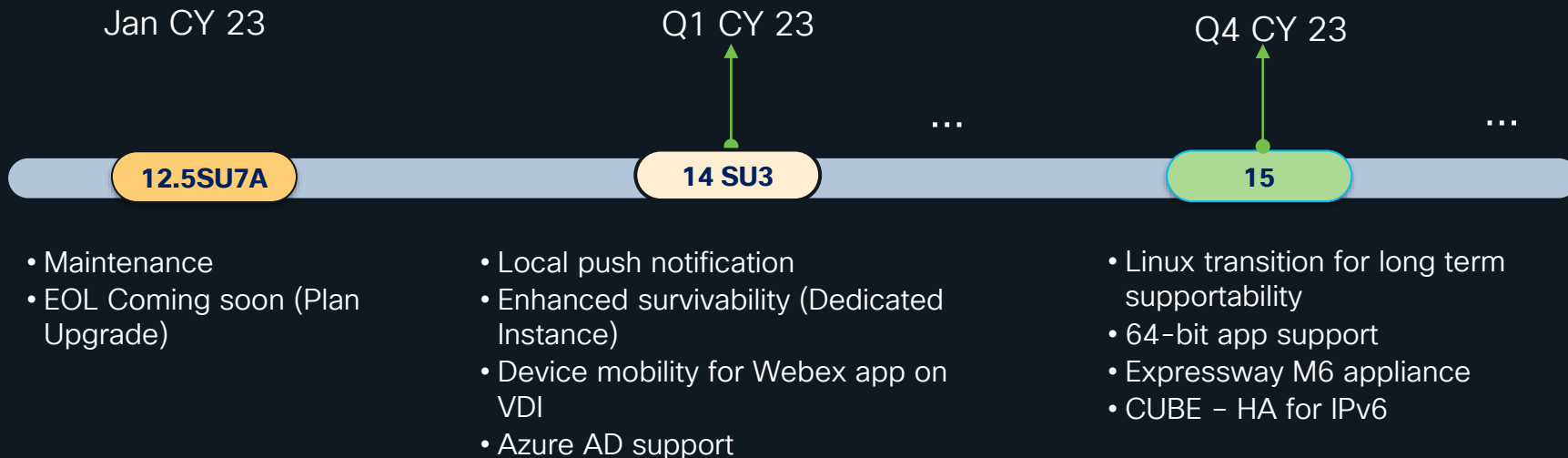
Webex Calling – site survivability

Stay connected during network outages



Committed to on-premise calling

Cisco Unified Communications Manager Release timelines



Security, Compliance, Quality and Continuous Value Delivery with Webex® CCUC

Coming Soon!

Enhanced Microsoft Teams integration

Recording ecosystem extension

Location Admin

Spam Call Block

Enhanced Survivability for DI

FedRAMP, BYOK & E2E Encryption

Experience the
enterprise grade
calling

Scale and drive business growth with cloud calling



Transformative business calling

An advanced and frictionless enterprise-grade phone system to empower your modern workforce



Fully Integrated experience

Seamless way to call, meet, message, and more, available anywhere, on any device, with flexible migration and management tools



Unparalleled industry expertise

Decades of delivering highly secure solutions, trusted by millions around the globe

Don't wait.
Get started with
you highly reliable
and rewarding
cloud calling
journey.



Enterprise-grade cloud calling is here



Flexible path from on-premise to the cloud



Easy administration with single pane of glass



Calling innovation velocity continues



Worldwide availability including Wholesale offer

Powerful, flexible,
and all in one
easy-to-use cloud
calling solution for
your modern
workforce

Get in touch:

Website: <https://www.webex.com>

Twitter: @Webex



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- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at <https://www.ciscolive.com/emea/learn/sessions/session-catalog.html>



Continue Your Education



Visit the Cisco Showcase for related demos.



Book your one-on-one Meet the Engineer meeting.



Attend any of the related sessions at the DevNet, Capture the Flag, and Walk-in Labs zones.



Visit the On-Demand Library for more sessions at ciscolive.com/on-demand.



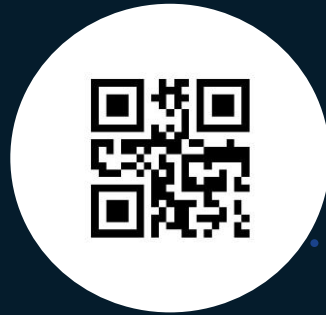
The bridge to possible

Thank you

CISCO *Live!*

Are you playing the Cisco Live Game?

Scan the QR code and earn your
Cisco Theater points here



CISCO *Live!*

ALL IN