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Let's go

The bridge to possible

Embrace the next era of hybrid work with Cisco Cloud Calling

Amey Parandekar, Vice President - Product Management, Cisco Calling
Manish Joshi, Director - Product Management, Cisco Calling

Cisco Calling

30M+
Cisco UCM

50M+
Cisco Cloud
(Cisco and partner hosted)

13M
Webex Calling

Market leadership

Customer choice and flexibility

Commitment to ongoing investment

PSOCOL-1674
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The bold future of communication

Cloud calling migrations must be easy

Calling must be available in any environment

Calling must be central to the customer experience

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Cloud Calling in Webex Suite

webex by cisco

Webex Calling

Multi-tenant

Dedicated Instance

Proven Webex Calling availability

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Enterprise-grade calling

95+%

Feature parity with Cisco UCM

Auto attendant	**Inbound call management**	Call routing
Call queuing	Call waiting	Hunt group
Inbound caller ID	Music on hold	Attendant Console
Request call back	Sequential ring	Skills based routing

Make and receive calls

- Availability in 130+ countries
- Call forwarding, hold, transfer
- Call redial
- Directory search (Enterprise and Personal)
- Distinctive ring
- Do not disturb
- Outbound caller ID blocking
- Privacy
- Selective call rejection
- Speed Dial 100
- Three flexible PSTN options

Call history and voicemail

- Call history
- Call logs w/click to dial
- Cloud-based call recording
- Visual voicemail
- Voicemail transcription

Enhanced user experience

- Noise removal
- Elevate call to a meeting
- Live call captions and translations
- Mini call window
- PSTN noise removal

Multi call / line experience

- Alternate numbers
- Busy lamp monitoring
- Conferencing (site based)
- Exec / assistant roles
- Multi call window
- Multi line support
- Multiple lines on Cisco Phones
- N-Way voice and video calling (6)
- Shared lines
- Three-way calling (variable length)
- Virtual lines

Agent / supervisor

- Agent join / unjoin queues
- Call transfer – attended/blind
- Directed call pickup
- Monitor, coach, barge, takeover

Mobility

- Business texting
- Desktop and mobile apps
- Hot desking & hoteling
- Simultaneous ring
- Webex Go

Administration

- Analytics and troubleshooting
- Business continuity (CFNR)
- Call history reporting and API
- Call queue analytics
- E911
- Single pane of glass admin

Analog | Fax | Video | DECT

- ATA support
- Cloud-based fax
- DECT devices
- Video (point to point)

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Cloud Calling – The way you want it

webex by cisco

Webex Calling

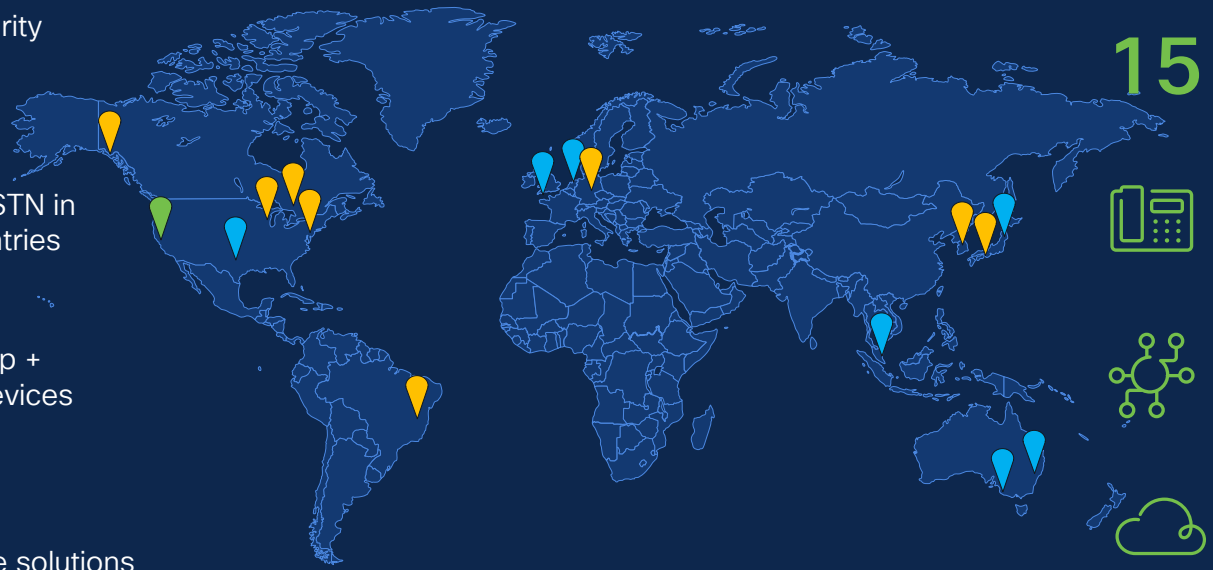
Multi-tenant

Dedicated Instance

WxC MT DC

WxC DI DC

WxC MT + WxC DI DC



95%+ Feature parity with UCM

Flexible PSTN in 140+ countries

Webex App + modern devices

Customer experience solutions

15 Latest version of UCM

Support for legacy endpoints

Preserve UCM workflows and integrations

Cisco managed with Flexible Connectivity

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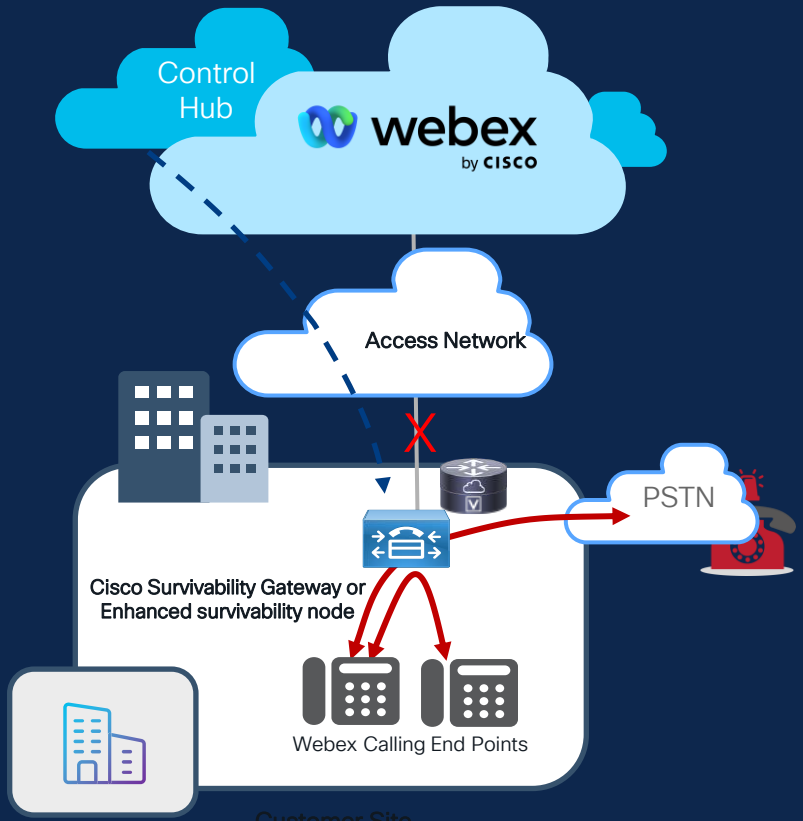
Built in Survivable Telephony

Branch Survivability for Webex Calling MT

- Cloud Managed
- Survivability Gateway co-located Local Gateway, on Cisco IOS XE routing platform

Enhanced Survivability for Dedicated Instance

- Industry first, full stack survivability
- Complete calling feature set in survivable mode including integrations
- High density survivability
- Local push notifications for Apple iOS



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Example:
International logistics company

Locations on multiple continents

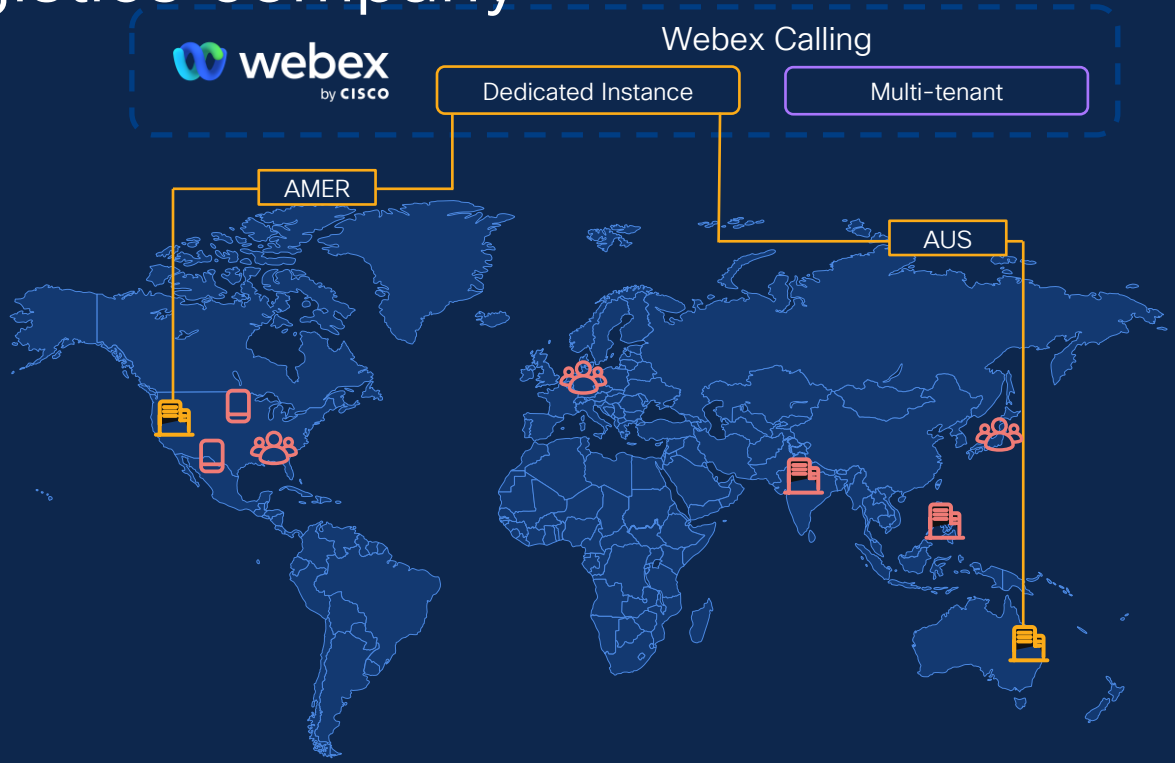
Headquarters: Dedicated Instance
Critical workflows

Shipping: Dedicated Instance
Requires integrations for specialized devices

Support: Multi-tenant

Small retail or field offices [OTT]: Multi-tenant

Remote users: Multi-tenant



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Powerful Manageability with Control Hub

Single pane of glass

Locations, users, numbers, Cisco & 3rd party devices
Location Admin and Service Templates
Bulk provisioning tools
*Cloud Connected PSTN visibility**

KMS, BYOKMS
Compliance framework
*Legal Hold**

Rich Analytics, Reporting & Troubleshooting
APIs for partners
*Thousand Eyes Integration**

Extensive feature set,
Auto Attendant
Hunt Groups and Voice Queues
*Enhanced Enterprise Dial Plan**

API for 3rd party migration tools
Webex Setup Assist
UCM Insights
*Control Hub migration**

3rd party recording vendors
*Native Call Recording**

*Roadmap

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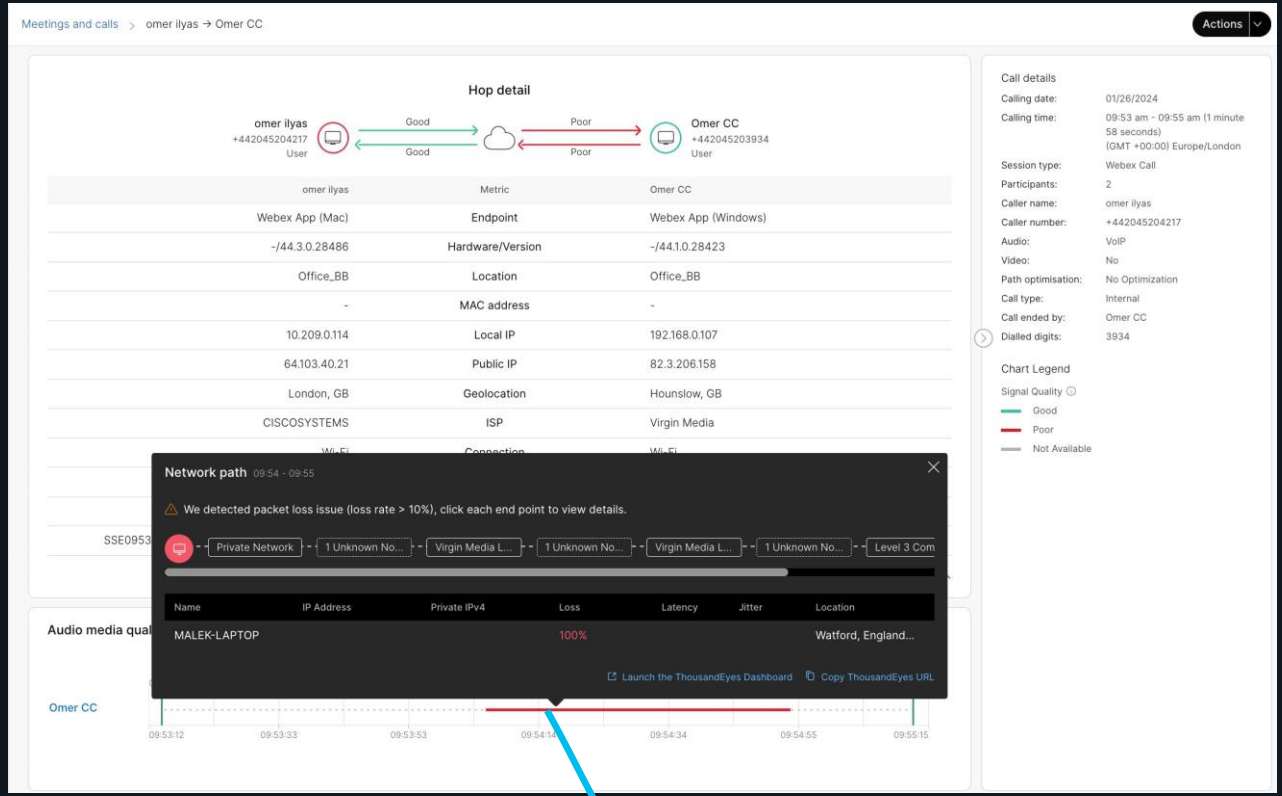
Thousand Eyes for Webex Calling

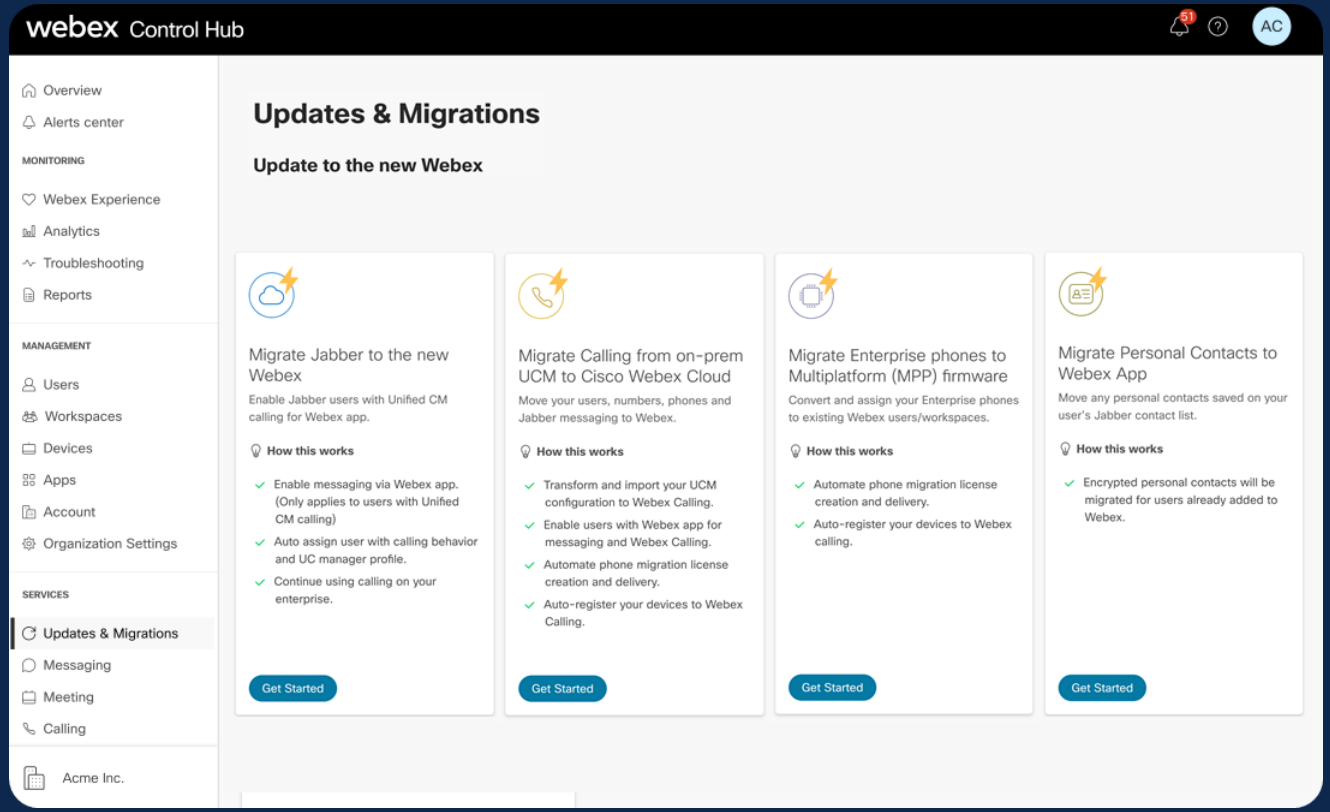
Hop by Hop visibility on network path



Indication of network path quality of data between the Webex App and Webex Calling Node

cisco Live!

Easy migration using Control Hub



** Cloud Migrations made easier with Webex Setup Assist

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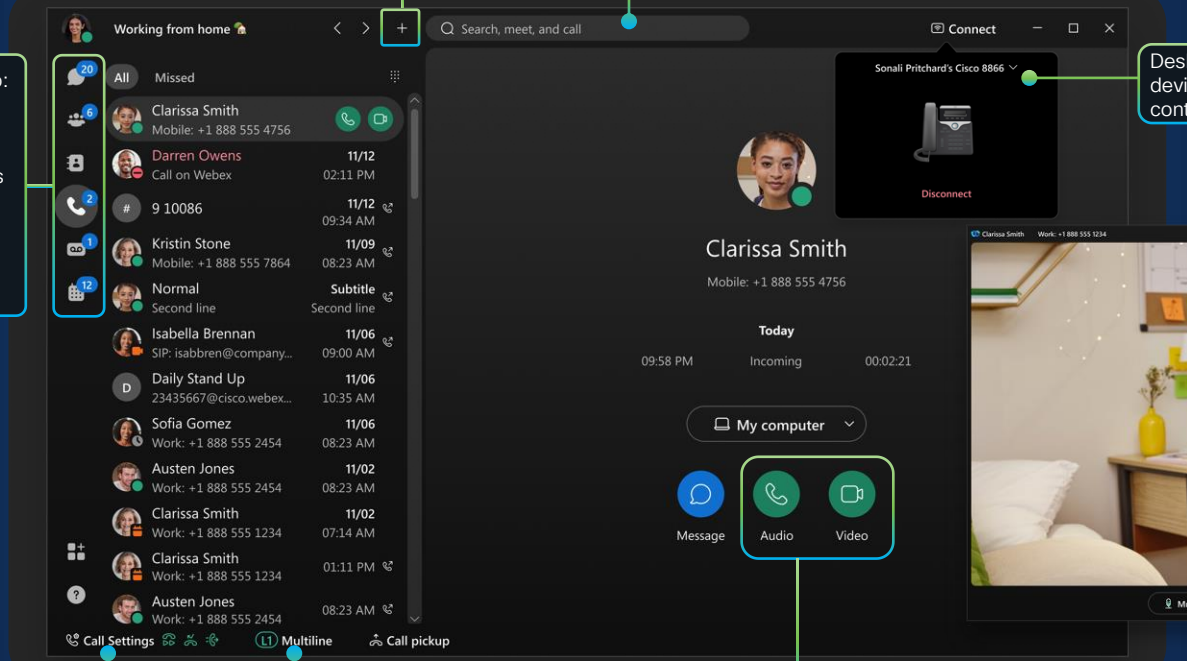
Calling must be available in any environment

Calling features you need, available anywhere

Call, text, message, meet with one click

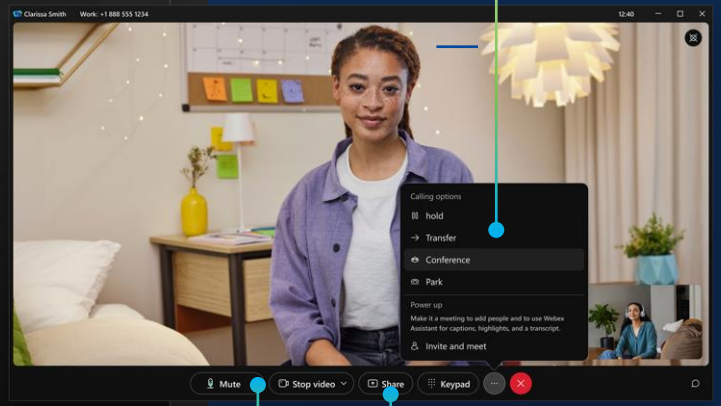
Directory search

Instant access to:
- Call history
- Visual voicemail
- Transcriptions
- Recordings*
- Contacts
- Messaging
- Spaces
- Meetings



Desk phone & room device pairing and control

Hold / resume, transfer, merge / conference, record, and elevate to a meeting



Call preferences, forwarding, single number reach

Select line, group, queue, shared line

Call on Webex or PSTN with video or video

AI-powered Audio Intelligence: Noise removal, optimize for my voice

Share content during a Webex Call

*coming soon with Imagicle

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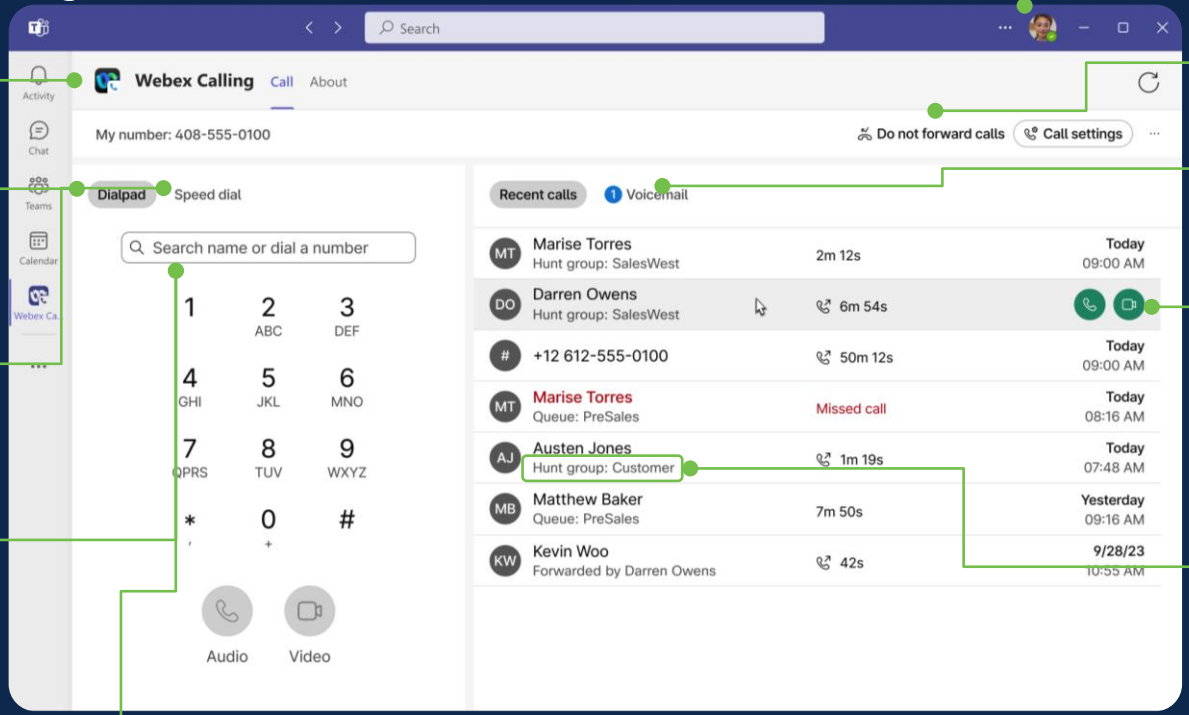
Now Available

Webex Calling for Microsoft Teams

New Redesigned UI and extensive feature set



Presence Sync
User presence kept consistent between MS teams and Webex

Call Tab
Access dial pad, contact search and speed dials

Call Forwarding
See your call forwarding status at a single glanc

Dialpad
Access to dialpad to key in numbers

Voicemail
Access and play back the voicemail

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

Call
Select number and call contact

Contact Search
Searrch for personal and corporate contacts

Azure AD Contacts

Outlook 365 Contacts

Call History
See history of incoming/outgoing/missed calls

Also shows if the call comes from a **Hunt Group or Call Queue (MT)**

Contact Resolution
Resolves the incoming call identifier to Azure AD

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

Available for Webex Calling, Broadworks, UCM and Dedicated Instanc

UCM - Pre-Req below:

UCM 12.5 SU7 or 14 SU3 or 15

CUC - 12.5 / 14 SU3 /

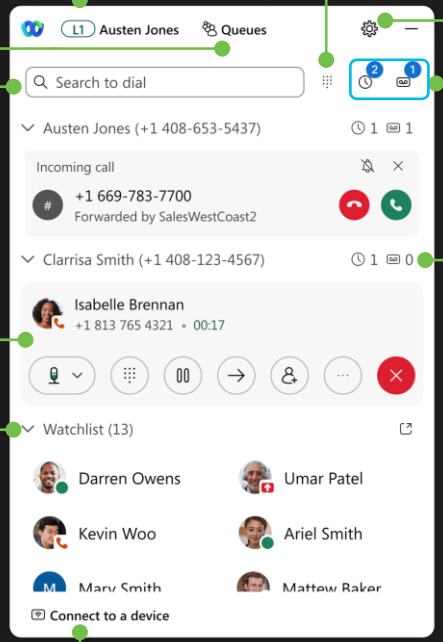
On-premises: Webex Cloud-Connected UC (CCUC)

Now Available

Webex Multi call window

The multi call window can be enabled by users to act as a companion app for MS Teams

Dock-able widget * (coming soon)



Multiple lines
See all the lines available for the user

Dialpad

Call Settings

Queue management
Signing in/out from queues

Search to Call

Notifications
Missed Calls and Voicemails. Allows cross launch to MS Teams

Manage active calls

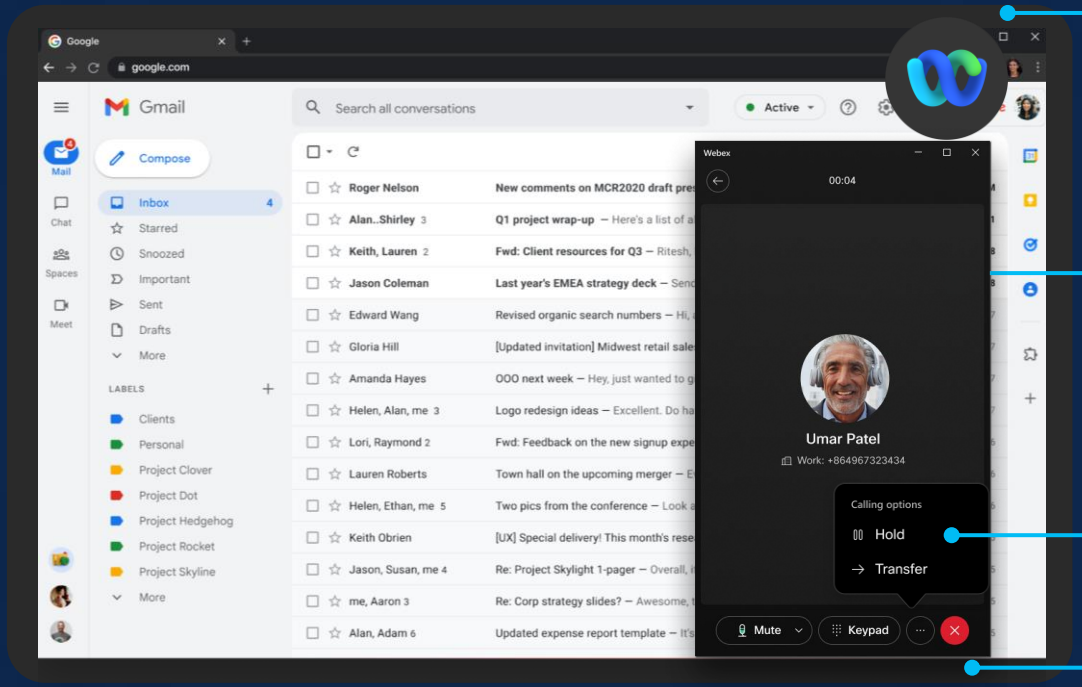
Missed calls and voicemail
See missed calls and voicemail per line

Watchlist
See call presence of all monitored users

Device Control
Optimized for multi-tasking with small footprint

Now Available

Softphone in browser with Google integration



Access to Webex Calling Chrome Extension from any webpage

Fully-featured WebRTC softphone

Mid-call control features such as call transfer and hold

Incoming call notifications

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Webex Go: Mobile Phone Enablement for Webex Calling

- Mobile Phone as full featured Webex Device w/ native dialer
- High Quality HD Voice w/ Mobile network
- Fully managed, secure and compliant with Webex Policies
- Elevate mobile calls to a full collaboration
- Seamlessly move calls between devices

Deployment Options

BYOD
Employee Provided

Dual Identity

Personal & Work Calls on same device

Business number enabled as 2nd Line via eSIM

Requirements:

WxC License, PSTN , Webex Go BYOD SKU, & Unlocked Phone

Mobile Operator
Corporate Provided

Single Identity

Mobile Number as business number across all devices

Cost Consolidation by eliminating need for fixed business number

Requirements:

WxC License, Certified Mobile Plan / Number, Webex Go Mobile SKU

AT&T Business

* Actively exploring expansion plans with Mobile operators and key Geos

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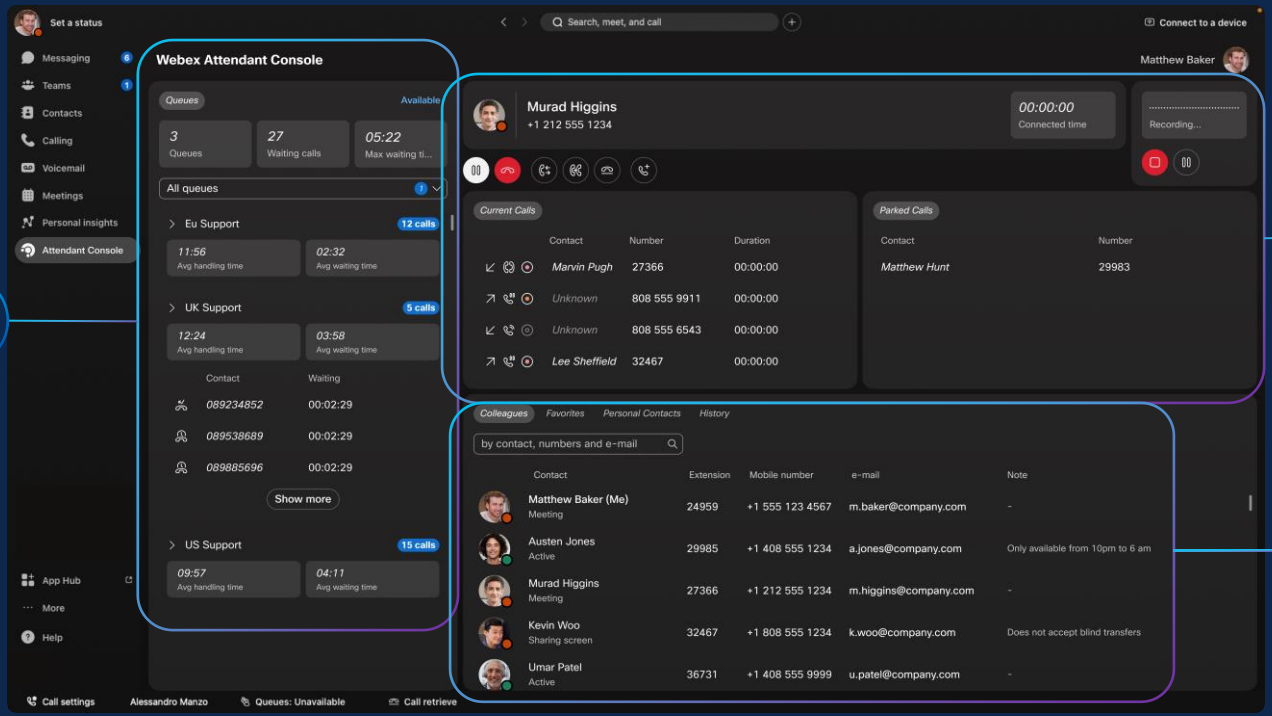
Now Available

Webex Attendant Console

Quickly connect callers to the right contacts



Visibility into Voice Queues

Call controls

Presence of contacts

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Immersive calling and collaboration devices

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

WiFi & DECT Phones

Webex Desk Hub

Webex Desk Camera + Headset

Desk Phones

Webex Desk Series

Webex Board & Room Series

Knowledge workers

Frontline

Executive & Room

- Next gen Hot Desking (available)
- End user device activation & Pro license for workspaces (coming soon)

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Audio Intelligence

AI driven speech improvement

Noise removal

Removes noise from the device side of the call.

Available on the Cisco 8875 IP phone and Cisco headsets

Remove far-end noise

Automatically removes noise from the Webex Calling side of the call.

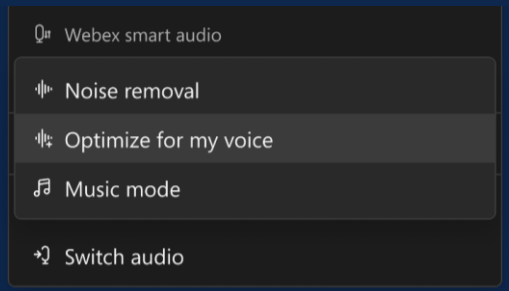
Available on the Webex App.

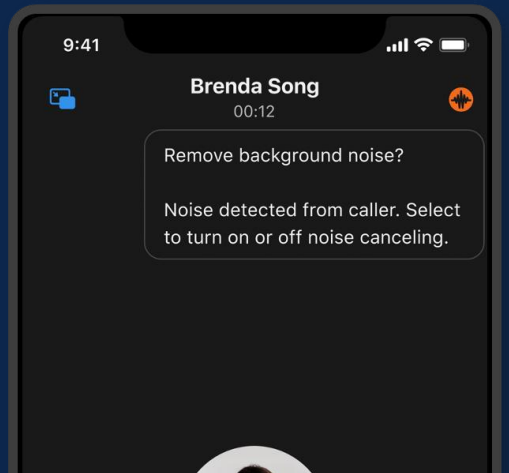
HD Voice (Coming Soon)

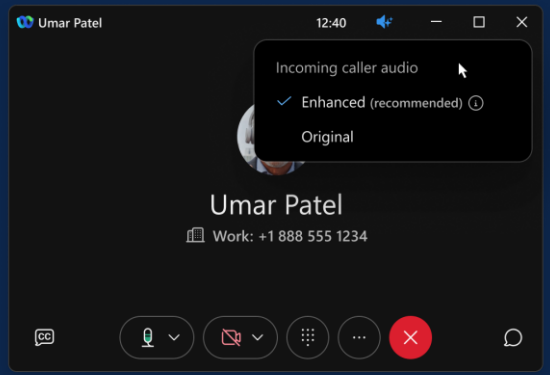
Remove noise from an external, non-Webex user's side of the call with one click.

Improve richness and clarity of speech with wideband audio

Webex AI Codec (Roadmap)







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Intuitive Experiences

Continuous Innovation

Hotdesking
Flexible workspace licensing
End-user activation of devices*

Webex Go (use fixed line phone #)
Webex Go with AT&T (use mobile wireless #)
Webex Go Expansion*

Audio Intelligence
Captions & Translation
Webex AI Codec, AI Assistant for Calling*

Webex Multi-call Window
Webex Attendant Console
Customer Experience Basic
Customer Experience Essentials*

Desktop App (Windows & Mac)
Mobile App (iPhone & Android)
Phone Widget*

Calling in Microsoft Teams
Calling in Google Chrome
Calling SDK*

*Roadmap

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Calling remains central to the customer experience

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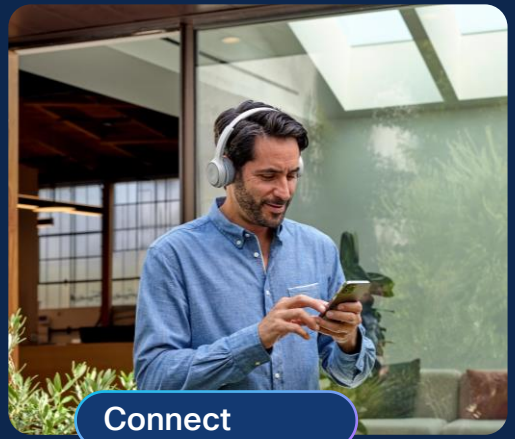
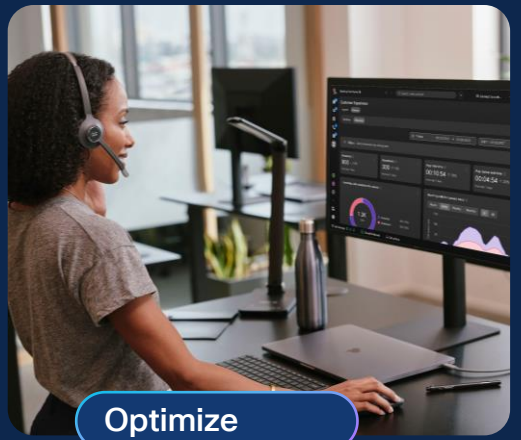
We've made the customer experience central to Webex Calling





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A customer experience solution for any need

webex Calling
Professional License

Customer Experience Basic

Voice queues
Agent experience
Multi call window
Audio Intelligence
HD Audio

$12.50 / user / mo

Customer Experience Essentials

Everything in Professional License, plus:

Agent screen pops
Supervisor experience
Analytics

$30 / user / mo

webex Contact Center
webex Connect

Customer Experience Standard & Premium

Omni-channel
Dedicated agent and supervisor experience
Configurable reports
Journey data analytics
Post interaction surveys
WFM/WFO
Virtual agents
CPaaS

Webex Platform

Security, AI, Manageability, Sustainability

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Now Available

Customer Experience Basic (Formerly Group Call Management)

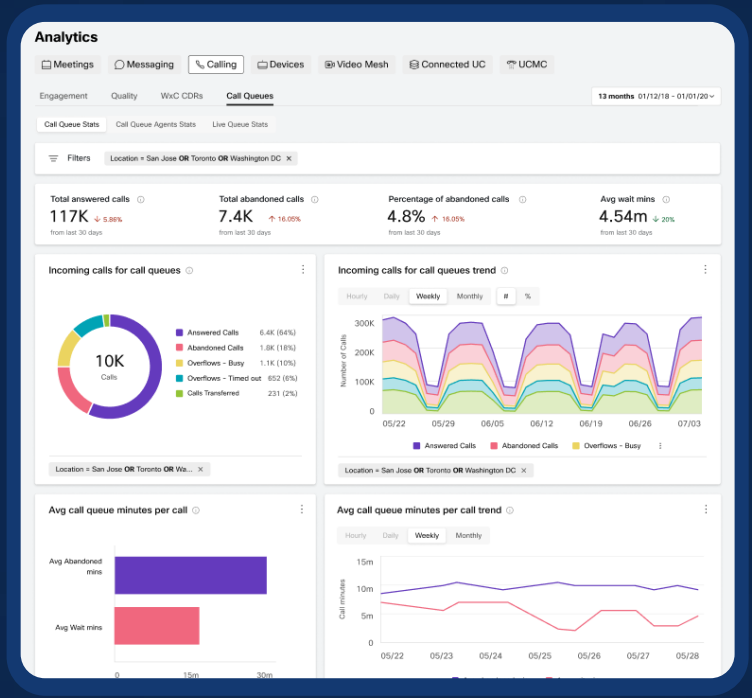
Out-of-box “voice” call center capabilities for Webex Calling customers

Easy to use and included with Webex Calling

Advanced Call Queue capabilities (call-back, routing types).

Includes Reporting & Analytics in Control Hub

Great experience on Webex App & Cisco Devices



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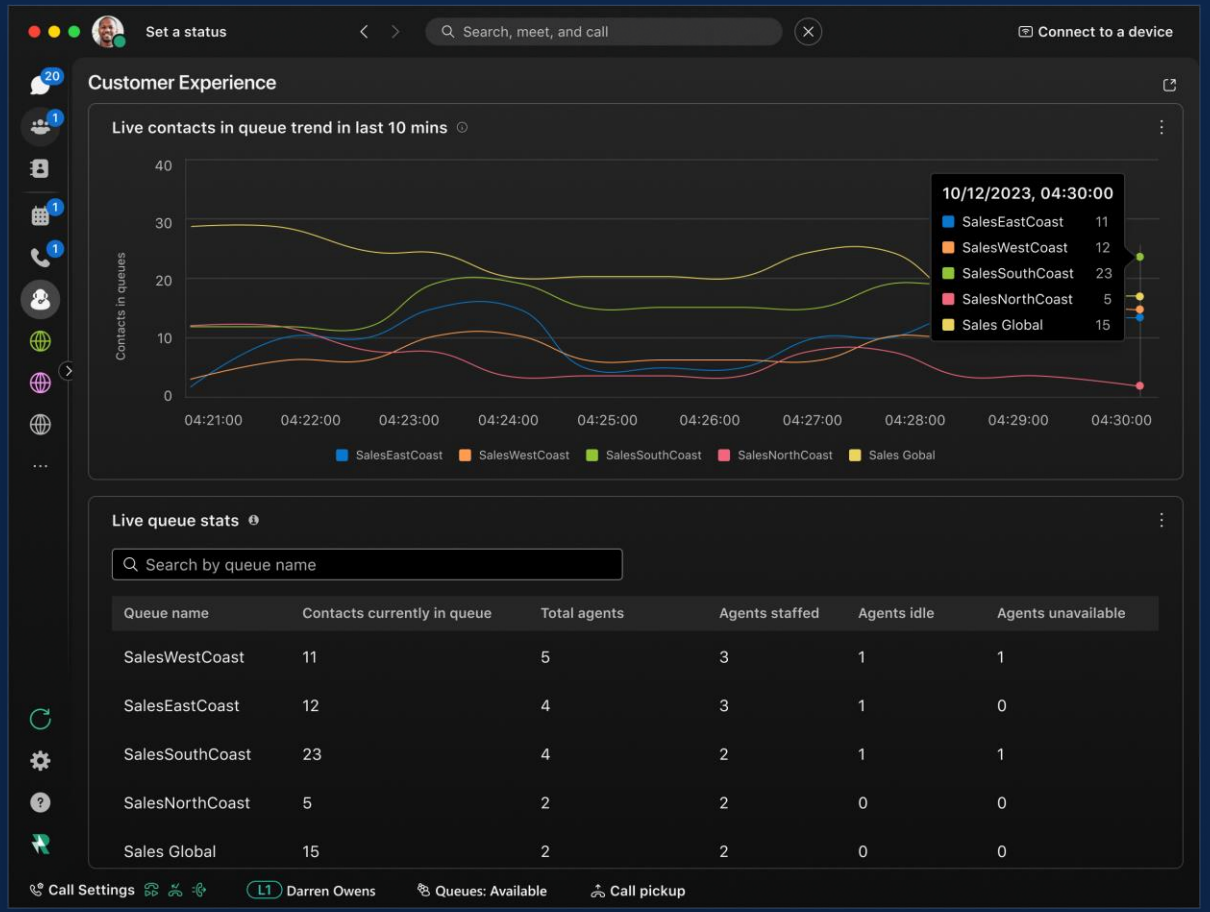
CX Essential: Now Beta
GA Feb 2024

Agent experience Real-time queue monitoring

- Empower employees to improve the customer experience
- Real-time visibility into queues



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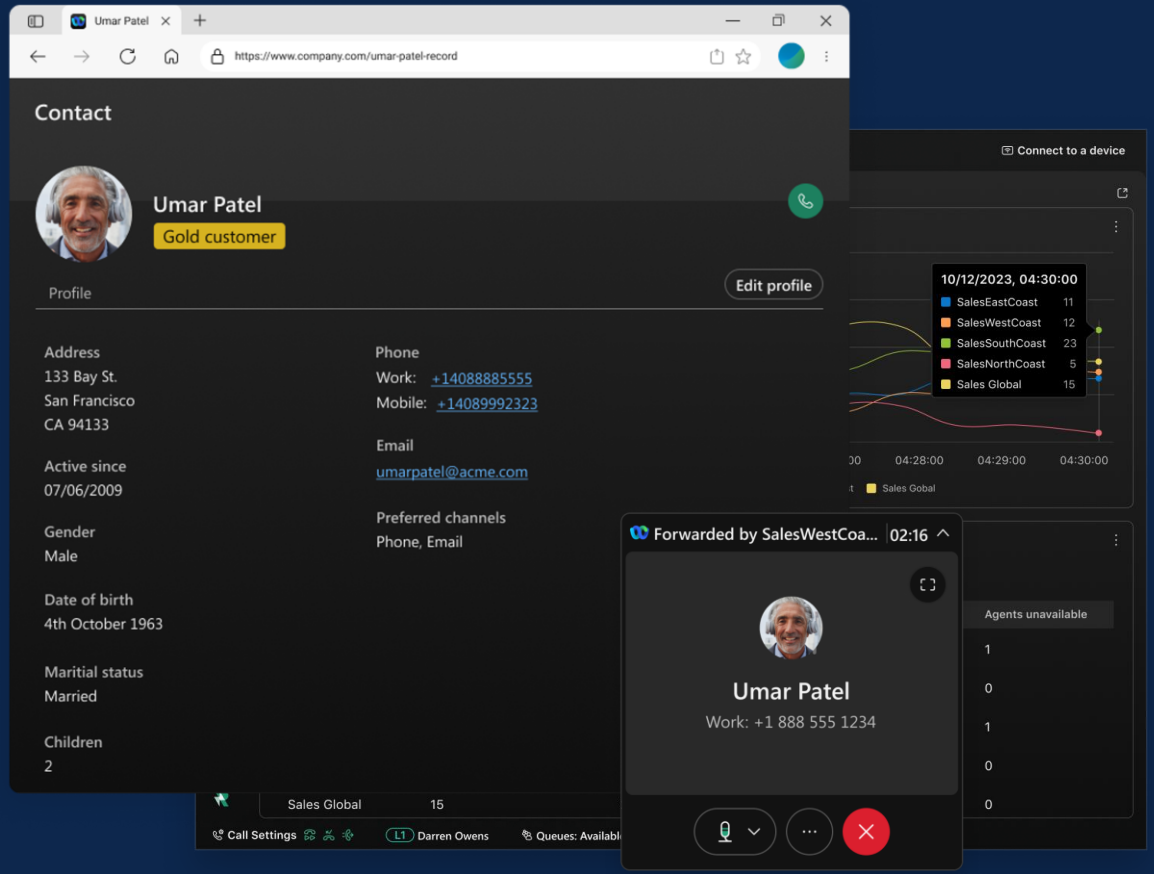
CX Essential: Now Beta
GA Feb 2024

Agent experience Screen-pops

- Improve the efficiency of interactions
- Display relevant customer data



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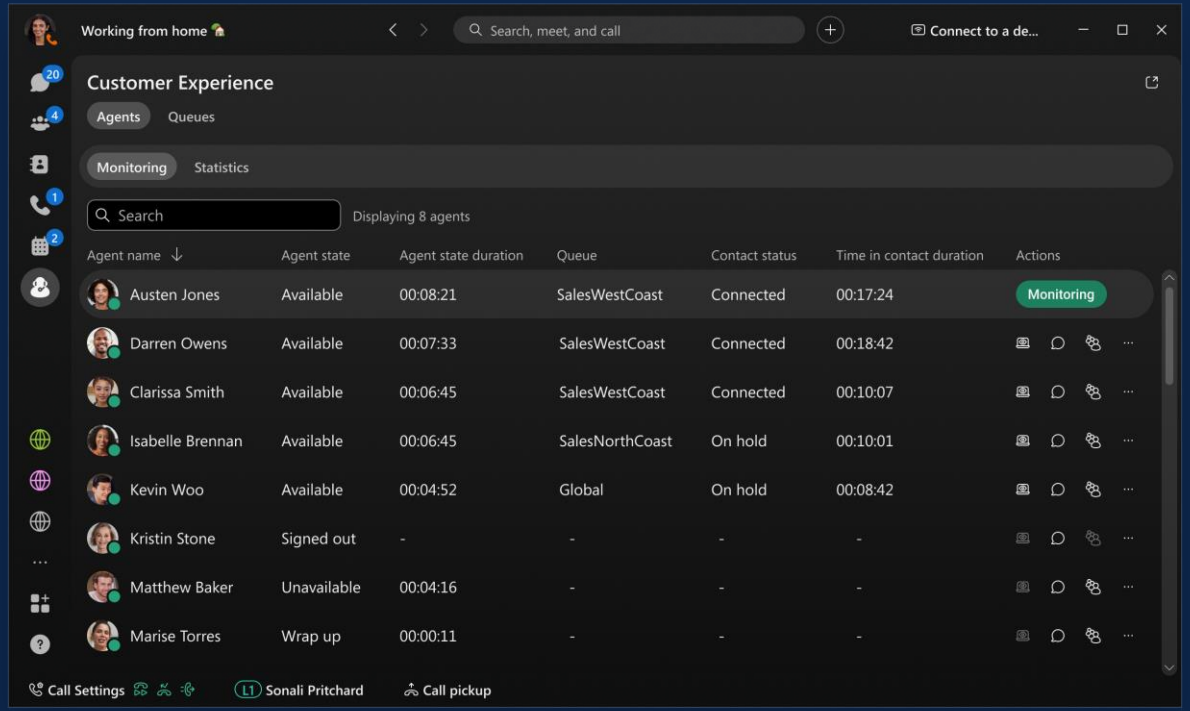
CX Essential: Now Beta
GA Feb 2024

Supervisor experience Monitoring

- Silently monitor the conversation
- Chat with the agent to coach and advise



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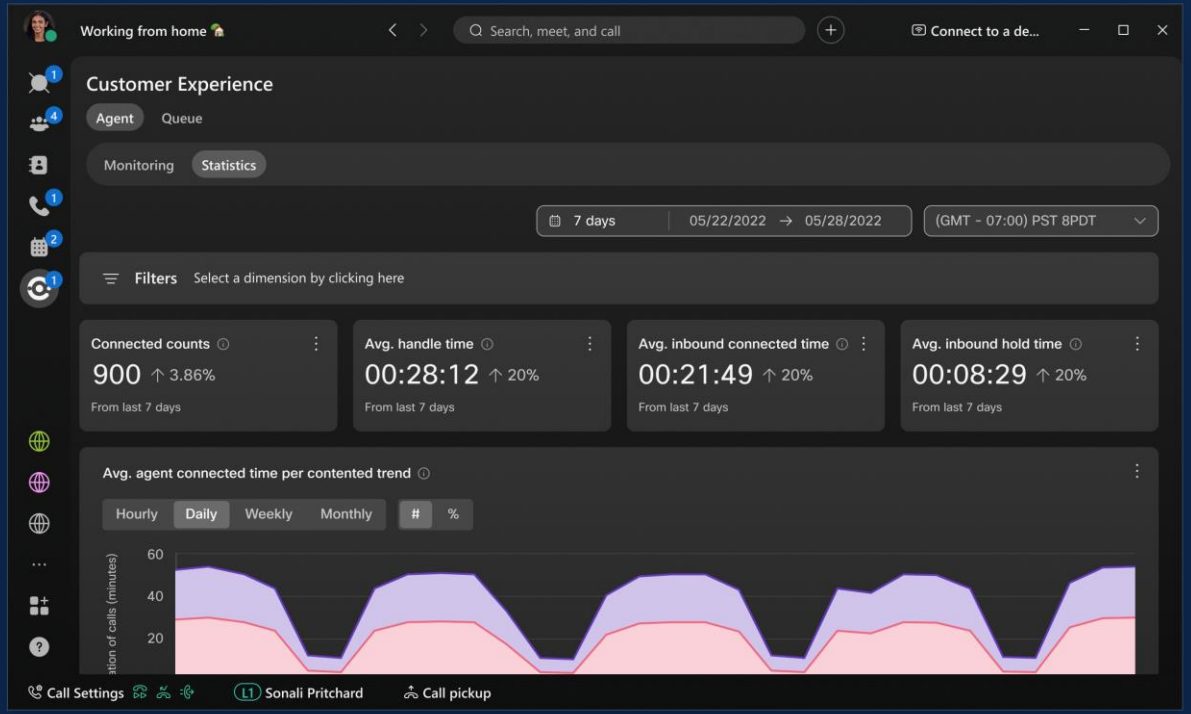
CX Essential: Now Beta
GA Feb 2024

Supervisor experience Analytics

- Improve the customer experience with data-driven insights



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*Roadmap

Market Expansion

Webex Calling in Webex for Government (FedRAMP)

DCs in Americas, UK, EU, Australia, Japan

Coverage in 15+ DCs
Dial plans in 143 countries
*New UK DC**
*India**
*Saudi Arabia**

Local Gateway
Cloud Connect
Cisco Calling Plans in X Countries
*Common PSTN for Calling & Contact Center**

Media Edge available in Singapore, LATAM, India
*UAE**
*South Africa**

Webex Calling for Wholesale

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Continued On-Prem Investment

Unified Communications Manager Development Themes

Simplifying UC administration

Enhancing security and compliance

Delivering the best user experiences

Connections to Cloud

Cisco Unified Communications Manager 15 is GA – Dec 2023

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Supercharge your Calling experience in the Cloud.

Enterprise-grade cloud calling is here

Available world-wide & Wholesale offer available

Highly Reliable – 5 9s and Site Survivability for remote sites

Flexible path from on-premise to the cloud

Continued On-Prem focus UCM 15 for long term ROI

Customer experience and Calling Innovation velocity continues

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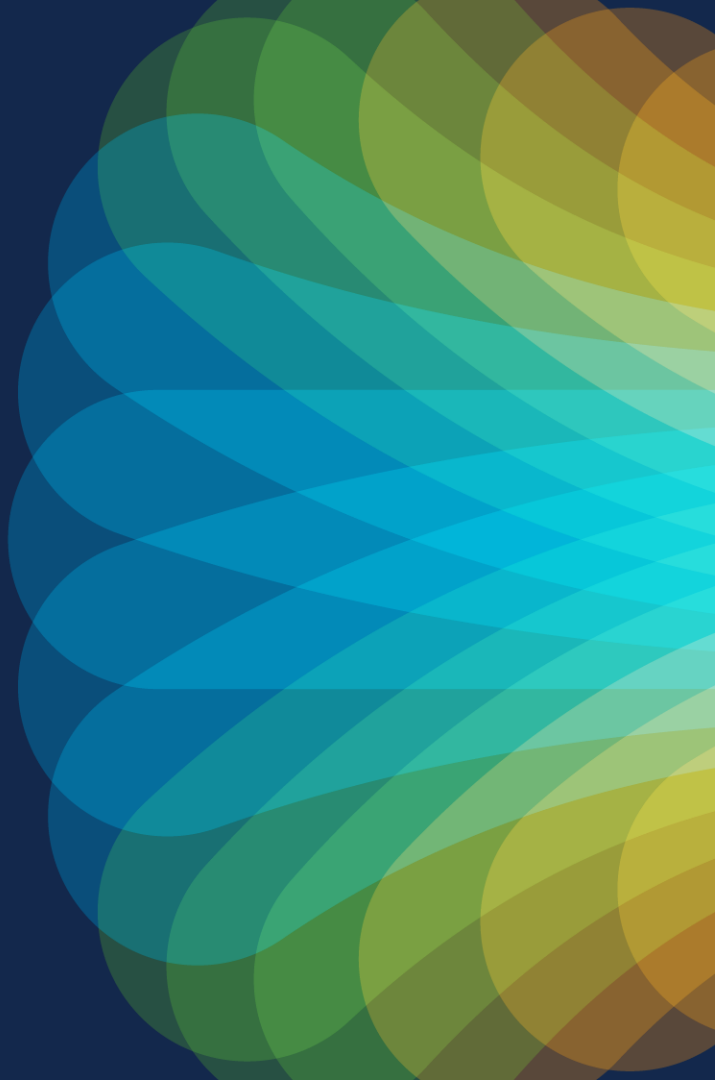
The bridge to possible

Thank you



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