



The bridge to possible

Webex Calling, Where do I begin?

Getting started with Webex Calling fast.....

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BRKCOL-2065

CISCO *Live!*

#CiscoLive

Cisco Webex App

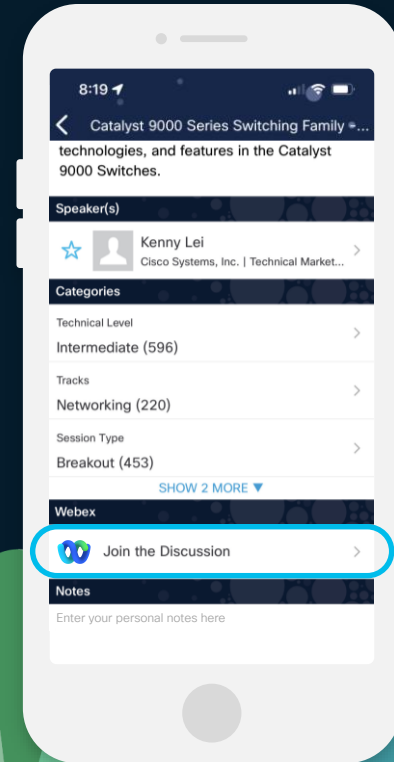
Questions?

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

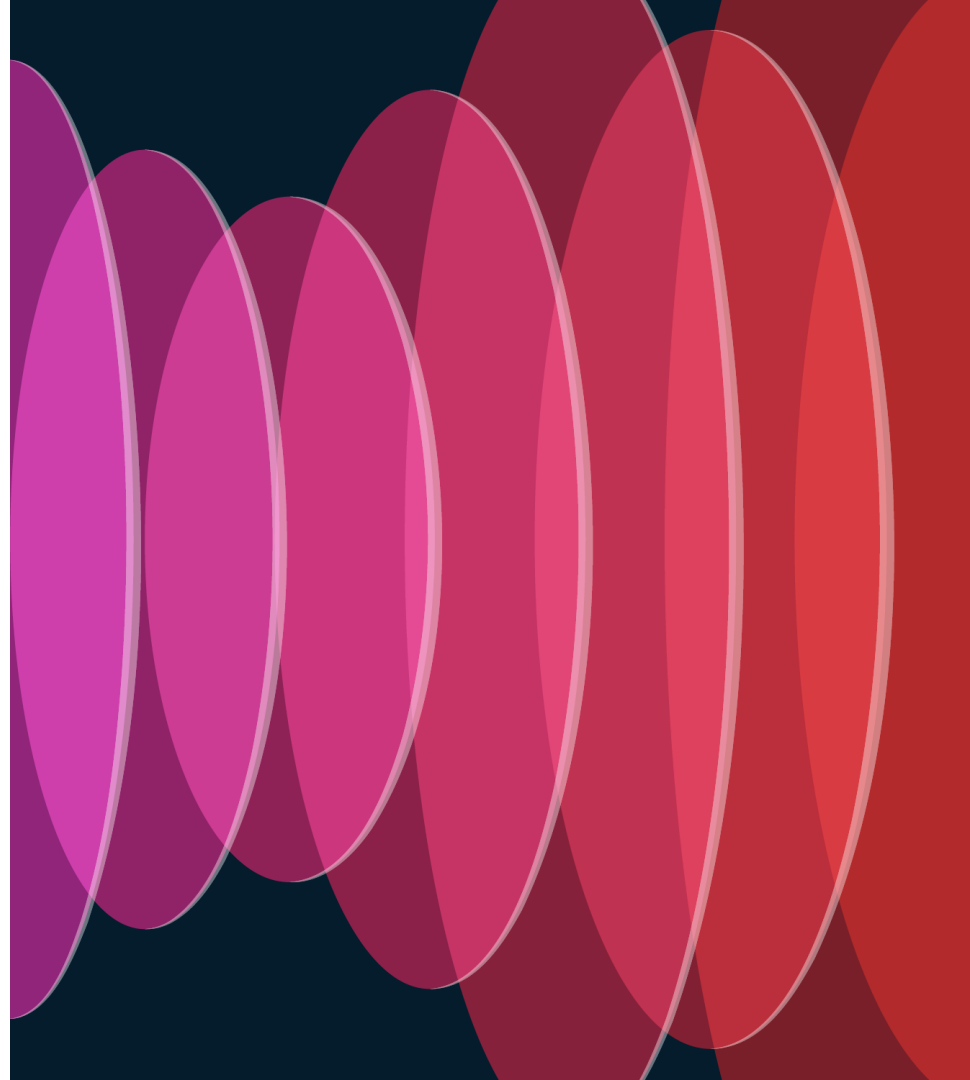
Webex spaces will be moderated by the speaker until June 7, 2024.



Join us on Slido



CISCO *Live!*

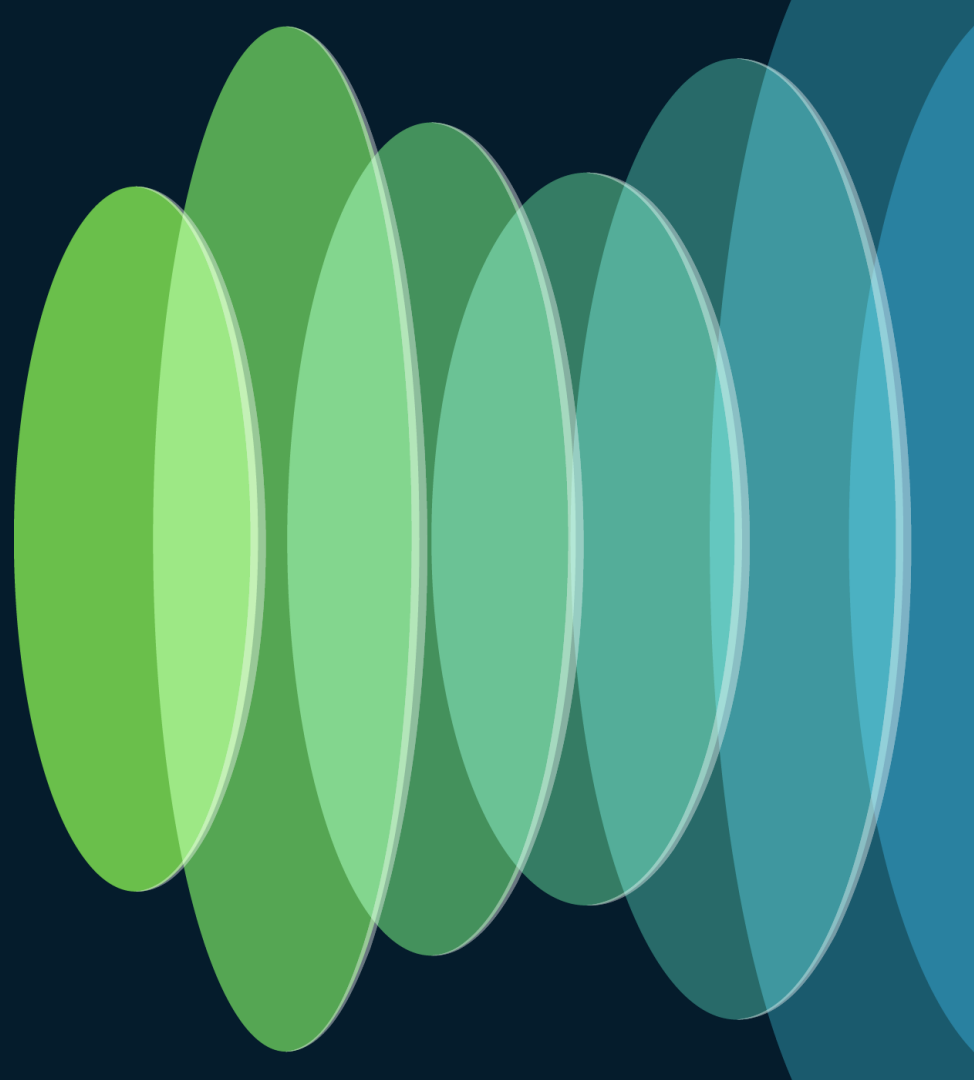




Agenda

- 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? Multiple IDP needed?
- Devices – Cisco only? Third Party?
- Migrating from a Cisco Communications Manager?
- Locations in the US/Canada? How do we meet 911 regulations.

What planning do we need to decide on?

- Using Hunt Group's or UCCX?
 - How is UCCX Used? IVR? Simple Contact Center? Agent/Supervisor needs?
- Webex App Transition done? Still on Jabber?
 - Cloud Connected UC deployed?
 - Jabber using Control Hub capabilities?
- Third Party Applications?
 - CDR or Analytic Applications?
 - Paging (Cisco Paging Server, Singlewire, SynApps, IPCelerate?)
 - Other Applications that use CTI or Trunking for Integration?
 - Attendant Console?

Flexible PSTN options

Cisco Calling Plans

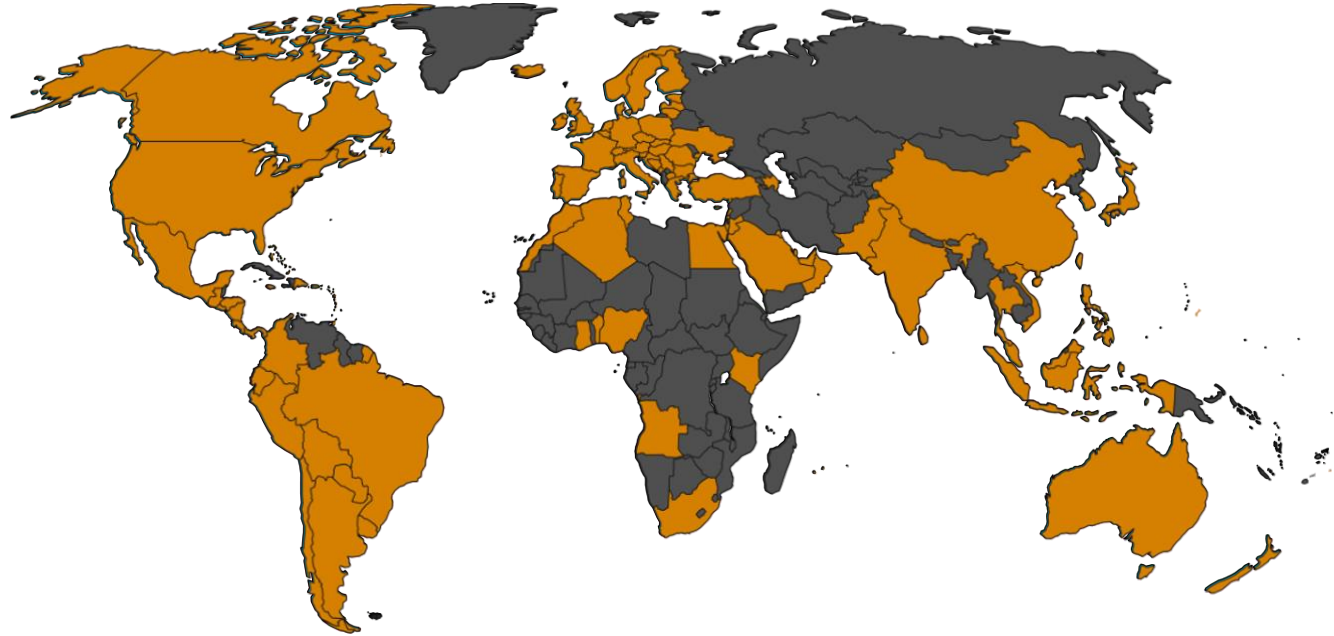
19 countries with more coming soon

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>

PSTN Options for Webex Calling

Premises PSTN

Available in 110+ countries

Continue using your existing provider

Support remote branch offices

Manage phone numbers in Control Hub

Cisco Calling Plans (Cisco PSTN)

Available in the U.S., Canada, Europe, Australia

Single offer through Cisco and our partners

Fully integrated and managed from Control Hub

Cloud Connect for Webex Calling

Available in over 65 countries

Select from multiple world-class Cisco-certified providers

Choose providers on a site-by-site basis

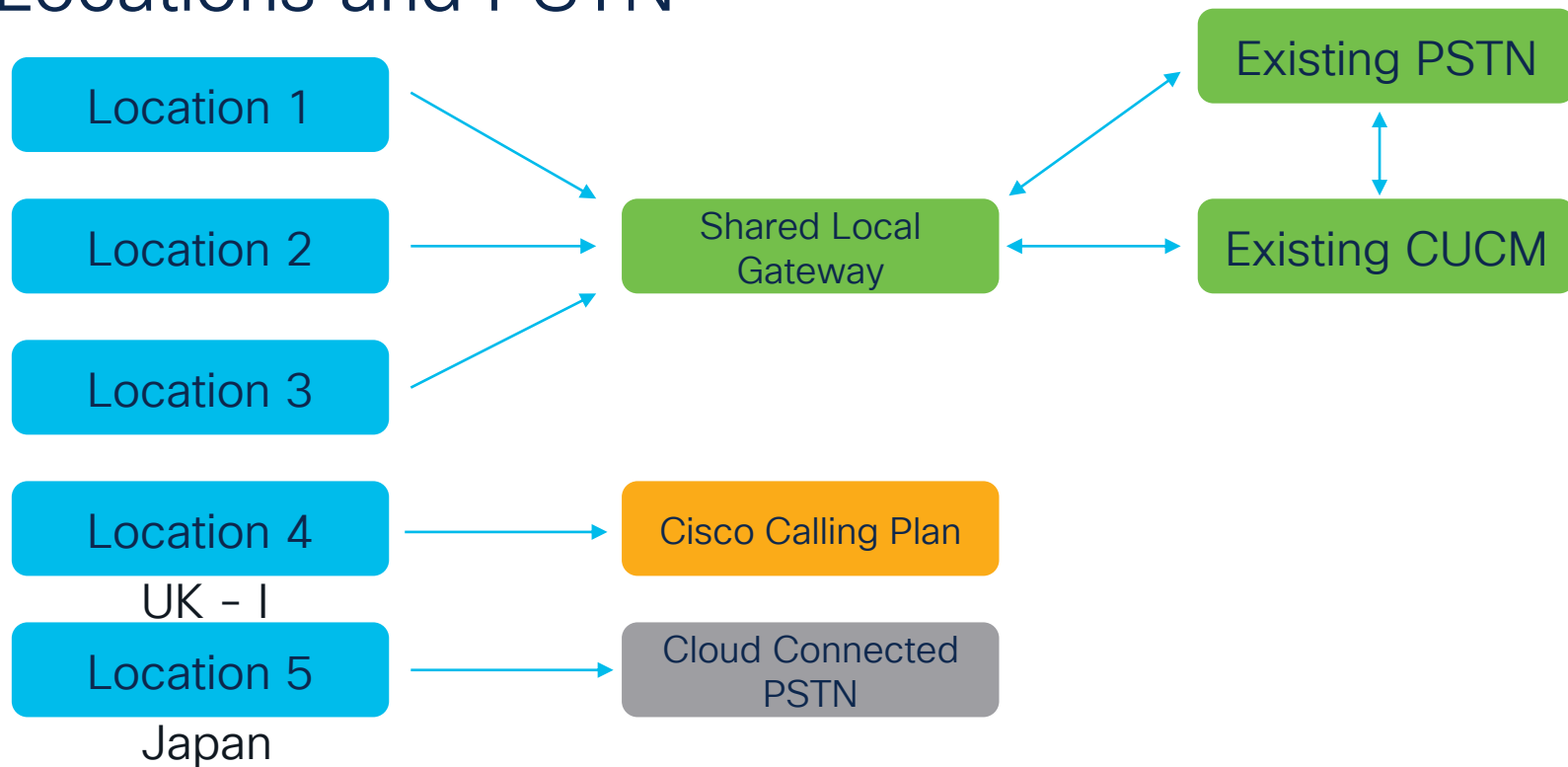
Manage numbers in Control Hub



CISCO *Live!*

<https://www.webex.com/products/calling-global-availability.html/>

Locations and PSTN



Premises PSTN and PBX interconnect

Trunks

Represents a single SIP trunk to an on-premises device. Device can be registering (CUBE) or certificate based (CUBE + 3rd party) trunk

Must be assigned to a location. If used for PSTN the country dial plan is based on location address.

Can be included in one or more route groups or can be directly associated to a dial plan.

PSTN (SIP, ISDN, ...) decoupled



Trunk

US East
(Route Group)

<https://help.webex.com/en-us/article/n0xb944>

Route groups

Logical grouping of trunks (max. 10) for scale and redundancy of connections to the premises

Does not “live” in a location

Dial Plans

Dial plans allow you to route calls to on-premises destinations by use of trunks or route groups.

Specifies the routing choice (trunk or route group) for calls that match any of its dial patterns.

Dial pattern represents on-premises extensions; ESN/on-net numbers, +E.164 patterns, SIP URI domains.

CA PBX Dial Plan

+1408525XXXX

8408XXXX

+1310444XXXX

8310XXXX

us.foo.com

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 22 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 displays the Cisco Control Hub interface. On the left, a 'SERVICES' sidebar lists 'Updates & Migrations' (highlighted with a red circle), 'Messaging', 'Meeting', 'Calling', 'Vidcast', 'Connected UC', and 'Hybrid'. The main content area shows a 'Hybrid service' status of '6 INCOMPLETE' with a 'Calendar Google' icon. Below this, two migration cards are visible. The first card, 'Migrate Enterprise phones to Multiplatform (MPP) firmware' (highlighted with a red circle), describes converting and assigning Enterprise phones to existing Webex users/workspaces. It lists 'How this works' with three steps: 'Automate phone migration license creation and delivery', 'Auto-register your devices to Webex calling', and a 'Get started' button. The second card, 'Migrate Calling from on-prem UCM to Cisco Webex Cloud' (highlighted with a red circle), describes moving users, numbers, phones, and Jabber messaging to Webex. It also lists 'How this works' with three steps: 'Transform and import your UCM configuration to Webex Calling', 'Enable users with Webex app for messaging and Webex Calling', 'Automate phone migration license creation and delivery', 'Auto-register your devices to Webex Calling', and a 'Get started' button.

Control Hub based Migrations -----

Cloud Connected UC Process

Deploy Cisco Cloud Connected UC from the Control Hub to CUCM 12.5/14/15



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



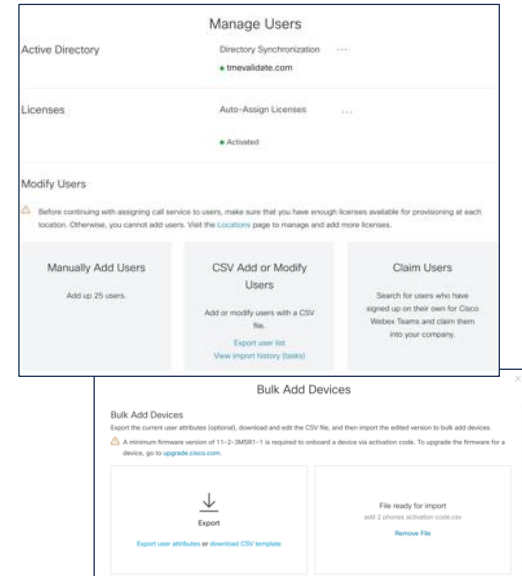
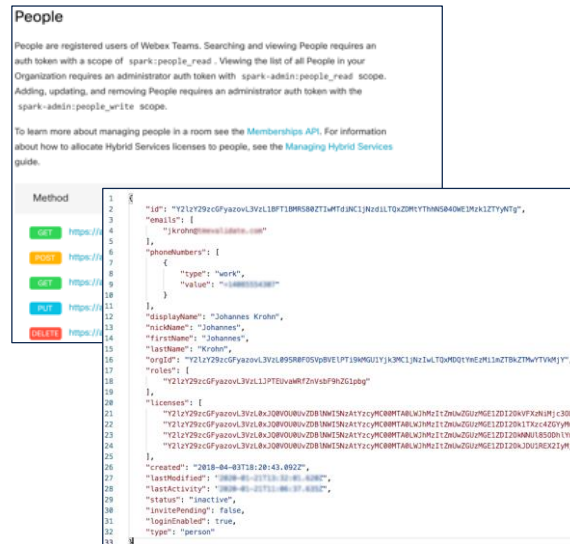
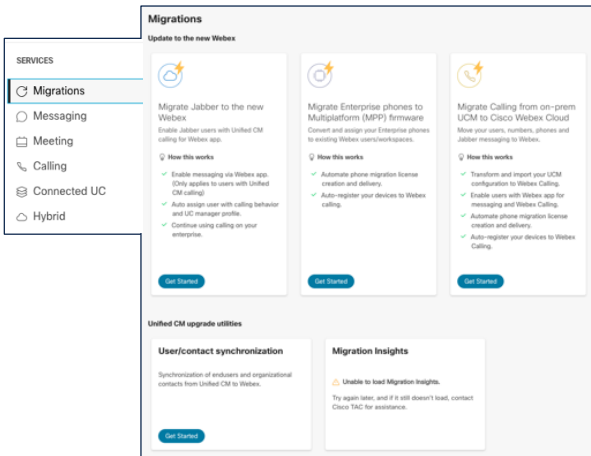
Converts Phone to MPP – Assigns to User – Adds License for MPP Migration in one step!

Methods Supporting Migrations and Beyond

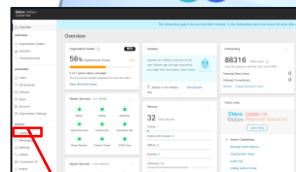
Control Hub Tools

Webex APIs

Control Hub Manual / Batch



Control Hub migration tools



SERVICES

Updates & Migrations

- Messaging
- Meeting
- ☎ Calling
- ▶ Vidcast
- ⊞ Connected UC
- Hybrid

Migration Insights

1

- Plan your move to cloud effectively
- Gain insight into the on-premises features

View

Run pre-migrate checks on my on-premises.

User/contact synchronization

2

Synchronization of endusers and organizational contacts from Unified CM to Webex.

Get started

Migrate or sync my Users & Org/Personal Contacts.



3

Migrate Jabber to the new Webex

Enable Jabber users with Unified CM calling for Webex app.

How this works

- ✓ Enable messaging via Webex app. (Only applies to users with Unified CM calling)
- ✓ Auto assign user with calling behavior and UC manager profile.
- ✓ Continue using calling on your enterprise.

Get Started

Change softclients & messaging to Webex (calling stays UCM).



4

Migrate Calling from on-prem UCM to Cisco Webex Cloud

Move your users, numbers, phones and Jabber messaging to Webex.

How this works

- ✓ Transform and import your UCM configuration to Webex Calling.
- ✓ Enable users with Webex app for messaging and Webex Calling.
- ✓ Automate phone migration license creation and delivery.
- ✓ Auto-register your devices to Webex Calling.

Get Started

Change calling, messaging and softclients to Webex. Migrate UCM users, devices, locations, numbers.



5

Migrate Enterprise phones to Multiplatform (MPP) firmware

Convert and assign your Enterprise phones to existing Webex users/workspaces.

How this works

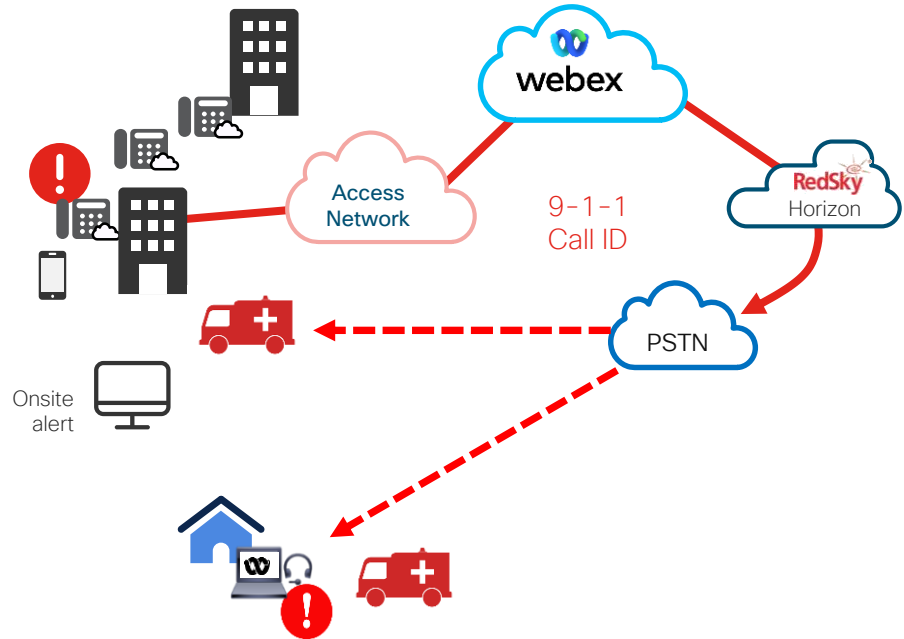
- ✓ Automate phone migration license creation and delivery.
- ✓ Auto-register your devices to Webex calling.

Get Started

Change phone firmware to Webex with less screens, clicks & time.

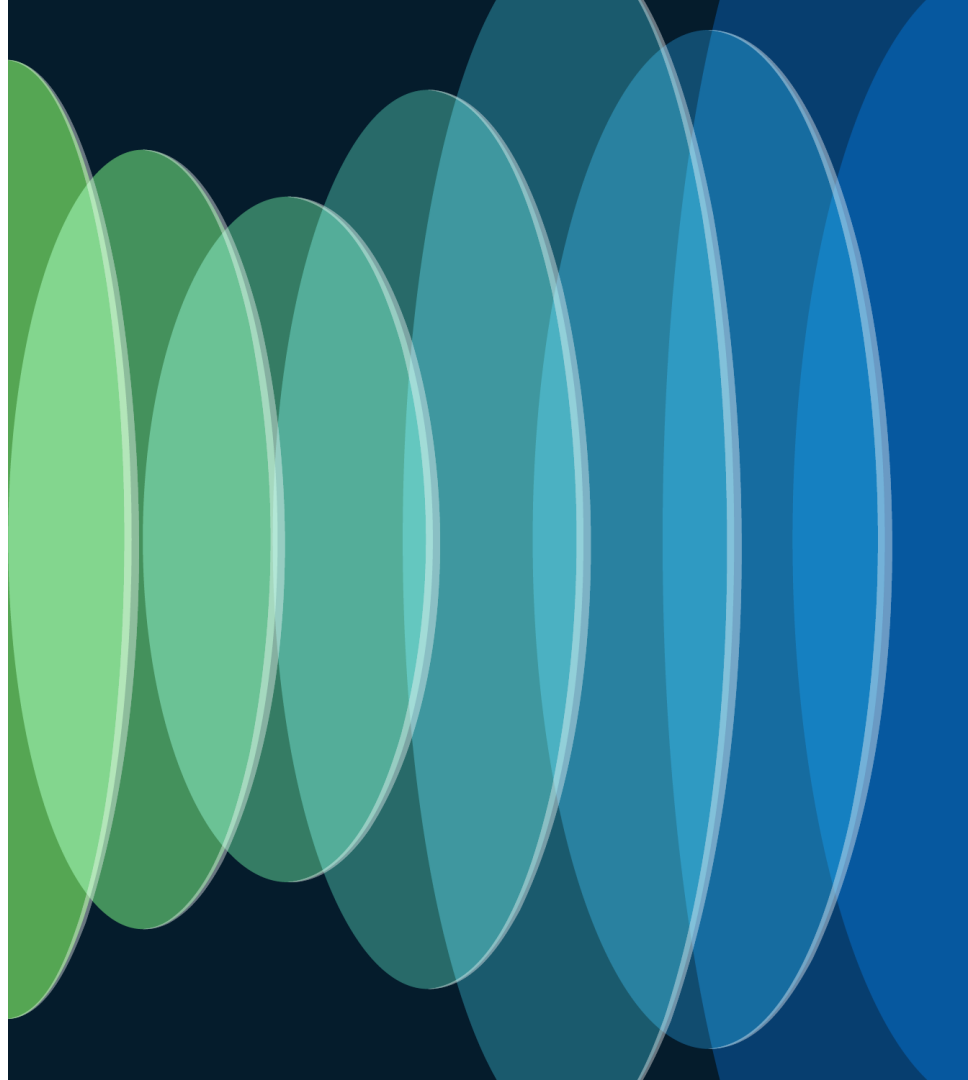
Nomadic E911 for US/Canada Locations

- 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.

Calling Basics – Location and Simple PSTN



Headquarters' Location – First Time Setup Wizard (FTSW)

- **Required** – When a new Webex Calling Org is created, a first location is required to set up Webex Calling for customer use.
- Based off the country of the Location, this will define the regional platform used, “Home region”.
- All call signaling traffic is routed to this Home Region as well as the calling data is stored here. Media is supported globally with regional SBCs.
- It is highly recommended that the country or region with the majority of your users should be defined as your headquarters' location.
- You can edit or delete your headquarters' address any time in Control Hub. This changes will always be reflected by all Location dependent objects (e.g. Users).

The screenshot shows the 'Set up your headquarters' location wizard. At the top, there are three progress indicators: 'Set up Location' (active), 'Review', and 'Done'. The main heading is 'Set up your headquarters' location'. Below it, a paragraph states: 'The country or region with the majority of your users is your headquarter's location. Calling data is stored here. Keep in mind that this first location is required to set up Webex Calling. You can edit or delete your headquarter's address any time in Control Hub.' The form is divided into two columns. The left column contains: 'Location name' (text input with 'Ex: Headquarters'), 'Country or region' (dropdown menu with 'United States of America'), 'Language' (dropdown menu with 'Language'), and 'Time zone' (dropdown menu with 'Time zone'). The right column contains: 'Address' (text input with 'Address'), 'Address line 2' (text input), 'City / Town' (text input with 'City / Town'), 'State / Province / Region' (dropdown menu with 'State / Province / Region'), and 'ZIP / Postal Code' (text input with 'ZIP / Postal Code').

The country of the headquarters' location or the regional platform cannot be changed after creation.

Steps to Success – Location Setup

Manage location ▾

Create manually

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 Edit

Map Satellite

United States

Merced

Set up the calling service

This location is not yet configured for calling service. Enable calling to add PSTN and other cloud calling services.

Set up calling

Edit PSTN connection for Merced

The Local Gateway is now renamed to Premises-based PSTN and can be managed on the Trunk page under Call Routing.

Connection Type

Choose the connection type for all phone numbers associated with Merced.

Cisco PSTN


Cisco-provided PSTN provides a bundled Cisco cloud solution that simplifies your cloud calling experience with easy PSTN ordering and full support from Cisco and our Partners.


Cloud Connected PSTN

Select Cisco Cloud Connected PSTN partners that provide flexible global PSTN solutions fully integrated with Cisco's Webex Calling cloud.


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 


 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

>

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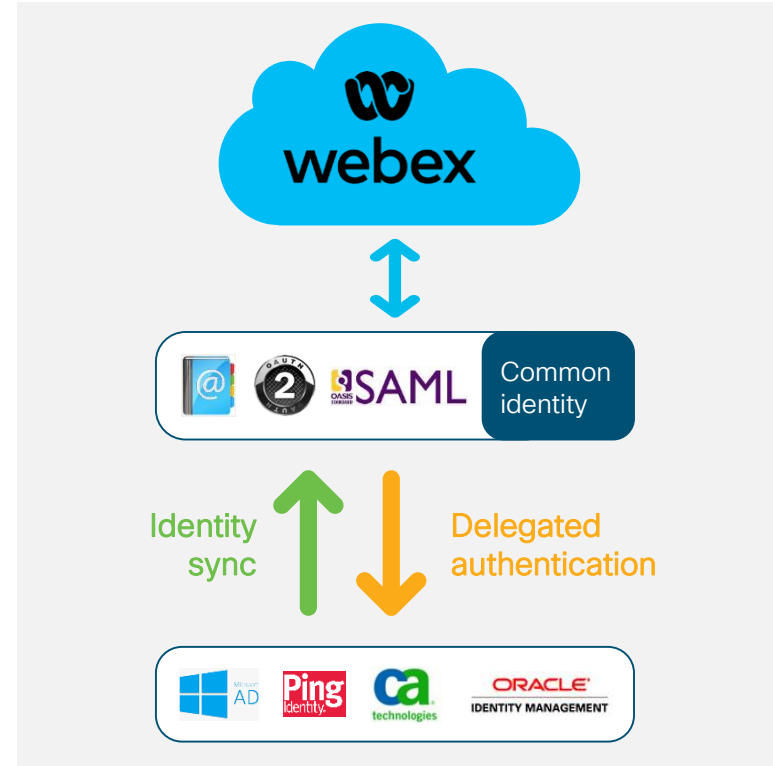
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20

Webex common identity

- Single identity across all Webex services
- Identity sync from premises to cloud
 - Agent install on Active directory
 - Authentication and authorization for all Webex services
 - Single-sign on across all Webex services
- Delegated authentication from cloud to premises
 - The customer owns the authentication policy



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

Integrated devices for Webex Calling

At your desk

Headsets



300 / 500 / 700 / 900 Series

USB camera



Webex Desk Camera

IP phones



6800 / 7800 / 8800 Series

Key Expansion Modules

All-in-one premium collaboration and co-creation



Cisco Desk Series – Mini / Desk / Desk Pro

Meeting spaces

IP conferencing



Webex Room Phone

Video-first kits



Cisco Room Series

Video-first integrated systems



Cisco Room EQ/EQX Series

Immersive boardroom



Cisco Room Panorama Series

Team collaboration and co-creation



Webex Board Pro Series

Single platform advantage

DECT phones



Ruggedized WiFi Phones



Cisco 840/860 (coming soon)

ATAs



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

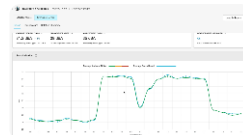
VG400, 410, 420

Consistent user experiences



Webex App

Single pane of glass management and analytics



Control Hub

Mobile

Analog

cisco *Live!*

For more details on support and integration, visit: [Supported Devices for Webex Calling](#) and [3rd party device support](#).

Dedicated Instance also supports legacy Cisco endpoints not listed here

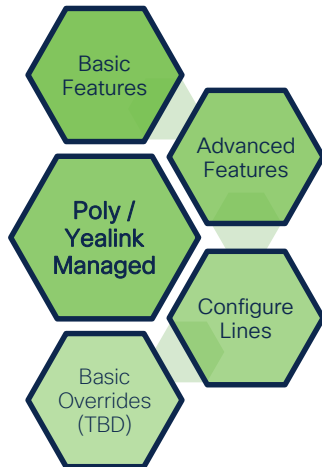
Device Management Options

Fully Managed

Cisco Managed Poly / Yealink Managed

Full Native Customization

Basic Customization



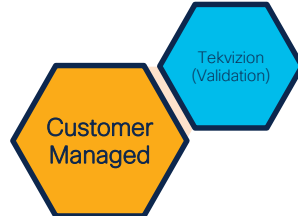
Un-Managed

Partner Managed

Customize via DM Vendor

Customer Managed

Generic SIP Devices



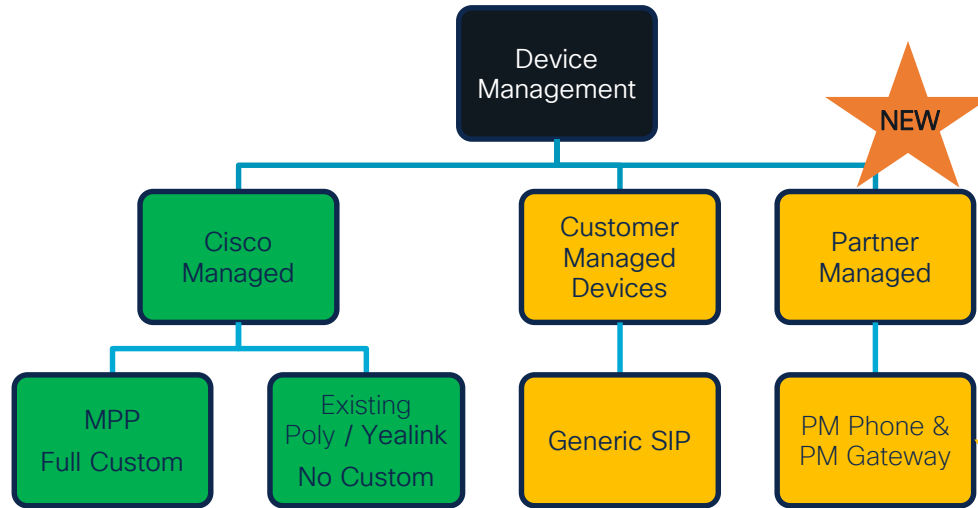
API Bulk Support

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**



Calling Analytics Overview

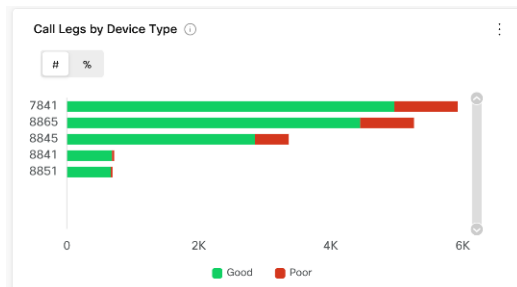
Provide a consistent, high quality calling experience across your organization

Total Call Legs 15.9K ↑ 162.05%
Good Quality Call L... 85.3% ↓ 7.63%
Avg. Audio Jitter 91.7ms ↑ 87.87%
Avg. Audio Packet ... 0.7% ↑ 5.92%
Avg. Audio Latency 93.3ms ↑ 20.43%

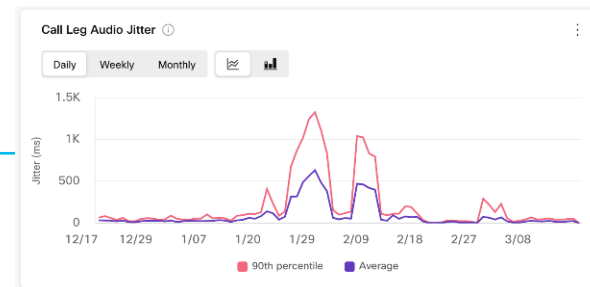
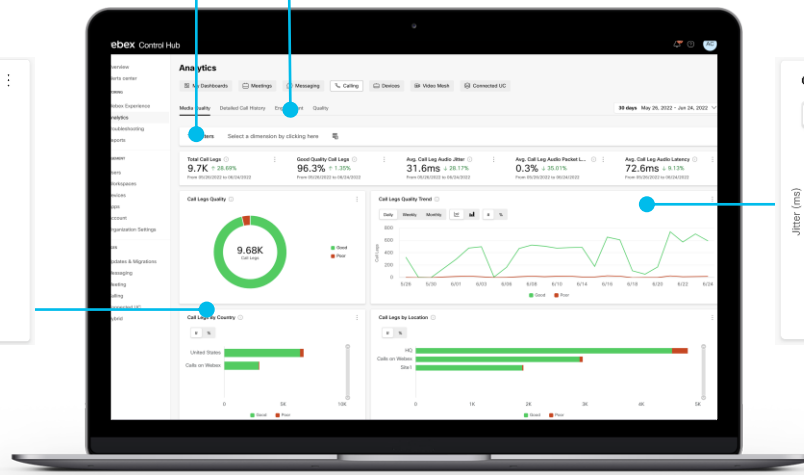
Monitor global call quality KPIs

Filters Local IP Address = 192.168.1 × Device Type = 7841 × Audio Codec = OPUS ×

Easily drill down into data with filters, from the filters bar, or any chart



See call quality detail by location, IP, media, path optimization, connection, codec, endpoint, IP phone type, and country



See call quality, jitter, packet loss, latency trends over time

Call quality troubleshooting

Quickly identify and resolve call quality issues

The screenshot displays the Cisco Troubleshooting tool interface. On the left, a laptop screen shows the 'Troubleshooting' dashboard with filters for 'Meetings & Calls', 'Logs', 'Status', and 'Issues'. A search bar contains 'johndoe@acme.com' and shows '9 Records (1 meeting, 8 calls)'. A table lists call records with columns for Quality, Start time, Meeting / Caller, and Name. One record is highlighted with a blue box: a 'Poor' quality call on 01/04/2021 at 10:00 PM between John Doe (+1 884-884-8888) and Fariha.

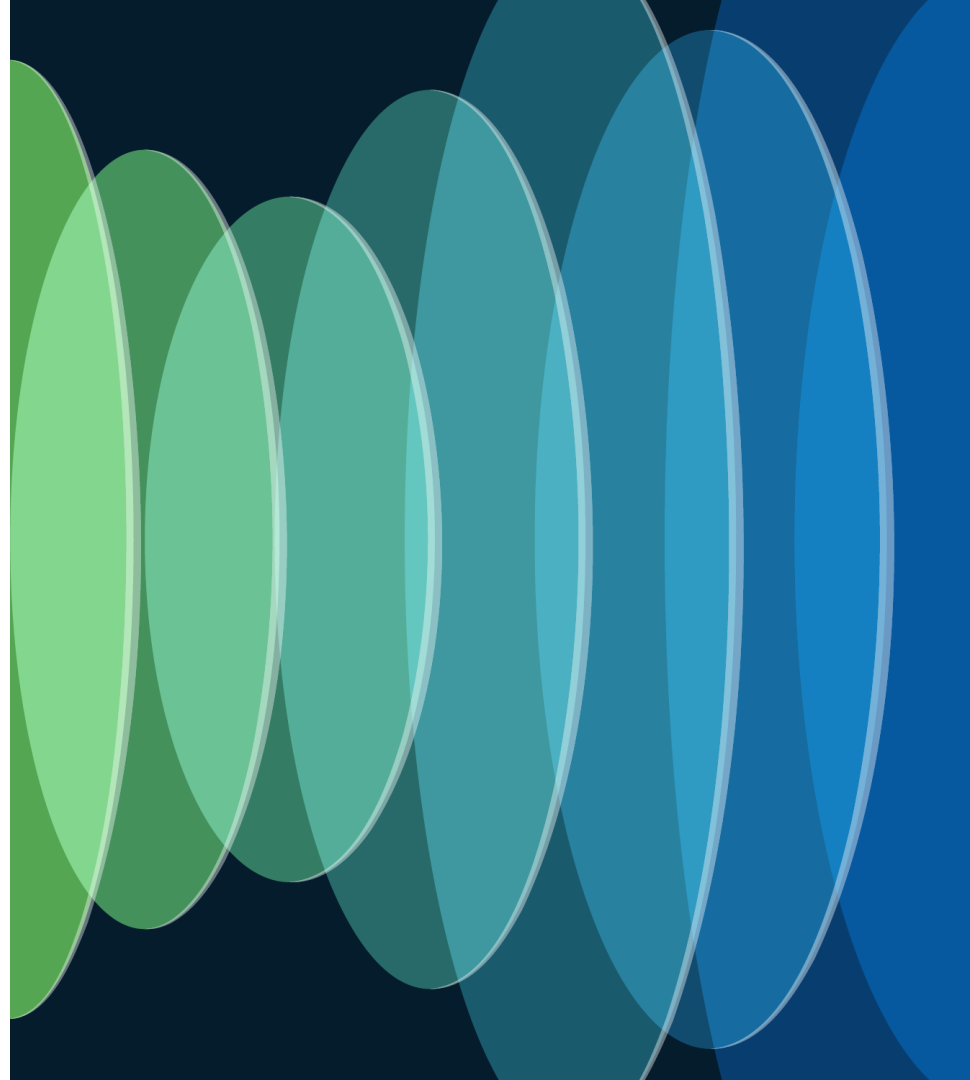
On the right, a larger screen displays the 'Hop details' for the selected call. It shows a diagram of the call path from John Doe to Fariha via a cloud icon, with 'Poor' quality indicated for the user-to-cloud segment and 'Good' for the cloud-to-user segment. Below the diagram is a table comparing metrics for John and Fariha.

	John	Metric	Fariha
Webex app (Mac)		Endpoint	Desk Phone
		Hardware	8800
		Location	BGL2
	00:1A:C2:7B:00:47	MAC address	00:1C:C2:7B:00:55
	67.53.58.46	Local IP	10.53.58.129
	88.53.58.111	Public IP	23.53.58.143
	Boston	Geolocation	San Jose
	Cisco systems inc.	ISP	Cisco systems inc.
	WiFi	Connection	Ethernet
	G.711	Audio codec	G.711
	H.264	Video codec	H.264
	johndoe@acme.com	Email ID	fariha@acme.com
	5f37648h-64hh-28j6-...	Call ID	ddc0d184-c541-4eb9-...

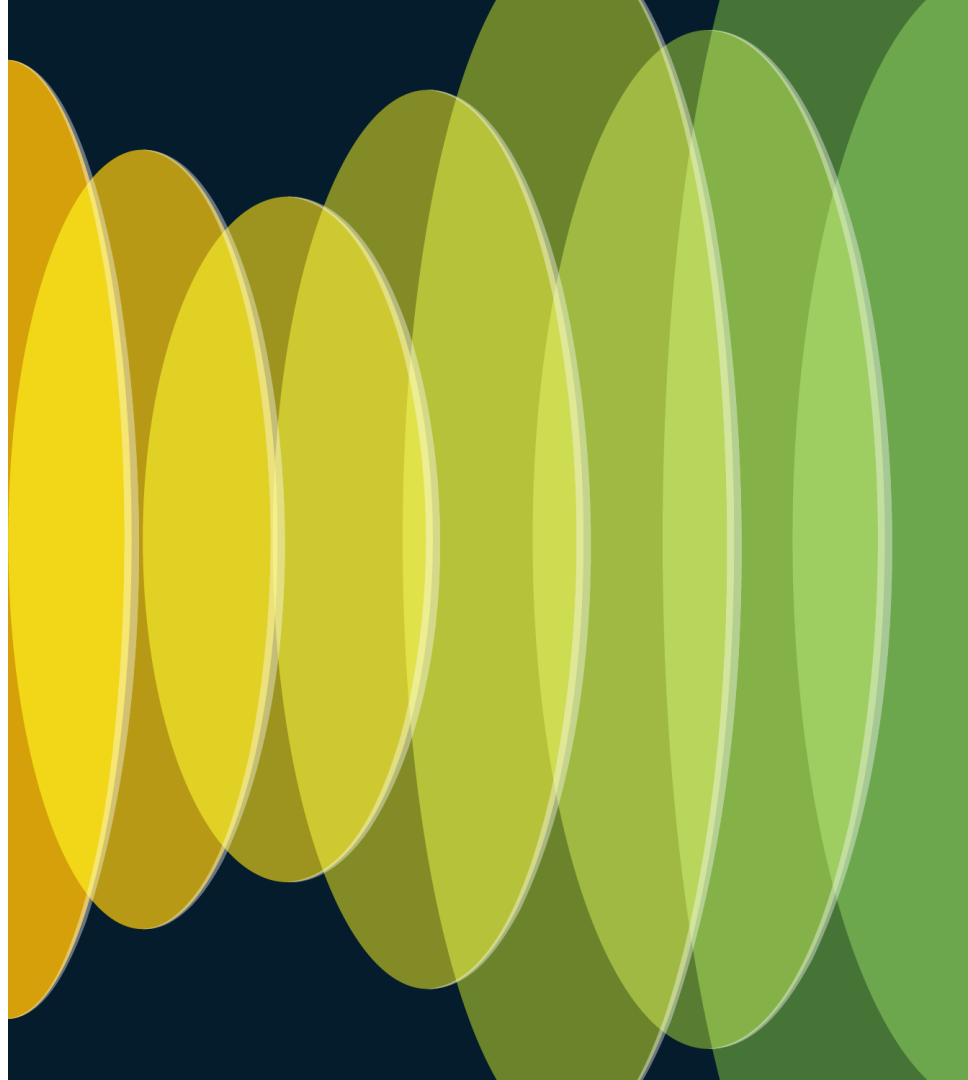
Troubleshooting tool provides admins with:

- Capability to find calls with poor-call quality
- Information about both sides of the call and the network in between

Analytics/ Troubleshooting Demo



Customer Experience and Attendant Console



Webex Customer Experience Essentials

An offer to fill the gap between calling and contact center



Webex Customer Experience Essentials

The Webex Customer Experience Essentials offer targets customers who need a starting point for their contact center needs. It is a functional, contact center offering that will serve the needs of agents and supervisors with dedicated functionality available in the Webex App.

For customer-facing teams of any size

Webex Customer Experience Basic plus:

Supervisor experience

Agent screen pops

Operational reports

Voice at launch

Omnichannel (H2 CY24)

Curtesy Callback

Includes Webex Calling Professional License

Webex Customer Experience Essentials

Agent Experience

- Familiar Webex App as agent experience
- Set availability and join/unjoin from call queues
- Realtime views of call queues they are part of
- Screen pop for call queue calls

The screenshot displays the Webex Customer Experience interface. On the left, a contact profile for Umar Patel is shown, including his photo, name, and a 'Gold customer' badge. Below the profile, contact details are listed: Address (133 Bay St., San Francisco, CA 94133), Phone (Work: +1 408-888-5555, Mobile: +1 408-999-2323), Email (umarpatel@acme.com), Preferred channels (Phone, Email), Date of birth (4th October 1980), Marital status (Married), and Children (2). On the right, a 'Customer Experience' window shows a 'Queues' section with a search bar and a table displaying 5 queues. The table has columns for Agent name, Agent state, Queue, Contact status, Contact duration, and Actions. The queues listed are SalesWestCoast, SalesEastCoast, SalesSouthCoast, SalesNorthCoast, and Sales Global. At the bottom right, a small screen pop shows a forwarded call from SalesWestCoast to Umar Patel, with a 'View customer details' link.

Agent name ↓	Agent state	Queue	Contact status	Contact duration	Actions
SalesWestCoast	3	6	1	3	3
SalesEastCoast	5	4	0	2	2
SalesSouthCoast	14	5	0	2	2
SalesNorthCoast	2	0	0	0	0
Sales Global	0	2	1	1	1

Webex Customer Experience Essentials

Administrator Experience

- Administer Webex Customer Experience from Webex Control Hub
- Key details at a glance
- Manage call queues, supervisors and agents
- Access call queue analytics

The screenshot shows the Webex Control Hub interface for Customer Experience Essentials. The left sidebar contains navigation links for Overview, Alerts center, Monitoring (Analytics, Troubleshooting, Reports), Management (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organization settings), and Services (Messaging, Meetings, Calling, Customer Experience, Contact Center, Connected UC, Hybrid). The main content area is titled 'Customer Experience' and includes tabs for Overview, Queues, Supervisors, and Agents. The Overview tab is active, displaying a 'Current cycle Customer Experience Essentials license usage' section with a progress bar showing 80% usage (20 under) out of 100 purchased licenses. It also features a 'Quick links' section with links to Calling tools, Numbers, Auto attendants, and Announcement repository. Below this is a 'Helpful resources' section with links to What's new in Webex Calling, Customer Experience Essentials guide, Queue setup guide, Agent desktop user guide, and Supervisor desktop user guide. The main content area also includes a 'Screen pop' section with a 'New' badge and a 'Learn more' button. The bottom of the page shows the 'Company Ltd' logo.

webex Control Hub

Customer Experience

Overview Queues Supervisors Agents

Current cycle Customer Experience Essentials license usage

View details

20 under

Essentials license usage: 80

Essentials license purchased: 100

Quick links

- Calling tools
- Numbers
- Auto attendants
- Announcement repository

Helpful resources

- What's new in Webex Calling
- Customer Experience Essentials guide
- Queue setup guide
- Agent desktop user guide
- Supervisor desktop user guide

Engage your customers with Customer Experience Essentials!

Webex Customer Experience Essentials provides enterprise-grade, out-of-the-box ready capabilities that allow you to reimagine and customize a single, connected customer experience that will surpass expectations.

Manage queues Learn more

Queues

Queues route callers to agents who can help with a particular issue or question.

Add queues

Supervisors

Agents in a queue can be associated with a supervisor who assist and train them.

Add supervisors

Agents

Agents identify the needs of customers, resolve issues, and provide solutions.

Manage agents

Screen pop

Pop up tailored customer information for agents to see as needed.

Learn more

Analytics

Explore data as it automatically adapts to parameters that you specify in real-time.

View analytics

Company Ltd

Supervisor Experience

- Manage agents from within the Webex App
- Access to real time and historical data on agents and queues
- Manage availability of agents and join/unjoin status
- Silent monitor agent(s)

The screenshot displays the Webex Supervisor Experience interface. At the top, it says "Working from home" with a location pin icon. Below this is a search bar with the text "Search, meet, and call". To the right of the search bar is a button labeled "Connect to a de...". The main section is titled "Customer Experience" and has two tabs: "Agents" (selected) and "Queues". Below the tabs is a "Monitoring" tab and a "Statistics" tab. A search bar with the text "Search" is present, followed by the text "Displaying 8 agents". Below this is a table with the following columns: "Agent name", "Agent state", "Agent state duration", "Queue", "Contact status", "Time in contact duration", and "Actions". The table lists 8 agents: Austen Jones, Darren Owens, Clarissa Smith, Isabelle Brennan, Kevin Woo, Kristin Stone, Matthew Baker, and Marise Torres. The bottom of the interface shows a status bar with "Call Settings", a microphone icon, a headset icon, a user icon labeled "L1 Sonali Pritchard", and a "Call pickup" button.

Agent name	Agent state	Agent state duration	Queue	Contact status	Time in contact duration	Actions
Austen Jones	Available	00:08:21	SalesWestCoast	Connected	00:17:24	[Icons]
Darren Owens	Available	00:07:33	SalesWestCoast	Connected	00:18:42	[Icons]
Clarissa Smith	Available	00:06:45	SalesWestCoast	Connected	00:10:07	[Icons]
Isabelle Brennan	Available	00:06:45	SalesNorthCoast	On hold	00:10:01	[Icons]
Kevin Woo	Available	00:04:52	Global	On hold	00:08:42	[Icons]
Kristin Stone	Signed out	-	-	-	-	[Icons]
Matthew Baker	Unavailable	00:04:16	-	-	-	[Icons]
Marise Torres	Wrap up	00:00:11	-	-	-	[Icons]

Webex Attendant Console

Modern, feature rich console to replace the legacy Receptionist Client

The screenshot displays the Webex Attendant Console interface. On the left, a sidebar contains navigation options: Messaging, Teams, Contacts, Calling, Voicemail, Meetings, Personal Insights, and the 'Attendant Console' (highlighted with a blue dot and a callout: 'Launch the Attendant Console from the Webex App'). The main area is divided into several sections. At the top, there's a 'Set status' dropdown and a search bar. Below this, the 'Queues' section shows '3 Queues', '27 Waiting calls', and '05:22 Max waiting time'. A callout points to this section: 'See activity in voice queues'. The 'Current Calls' section displays a table of active calls with columns for Contact, Number, and Duration. A callout points to the 'Recording...' button in this section: 'Start, stop, or pause call recording'. The 'Park Calls' section shows a table of parked calls with columns for Contact and Number. A callout points to this section: 'Manage current calls and park calls'. The 'Colleagues' section at the bottom shows a list of contacts with columns for Contact, Extension, Mobile number, e-mail, and Note. A callout points to this section: 'See the presence and availability of key contacts'. On the right side of the interface, there's a 'Connect to a device' button and a 'Recording...' button. A callout points to the 'Recording...' button: 'Easily manage calls with call controls'. The interface also shows various status indicators and call statistics throughout.

See activity in voice queues

Launch the Attendant Console from the Webex App

Easily manage calls with call controls

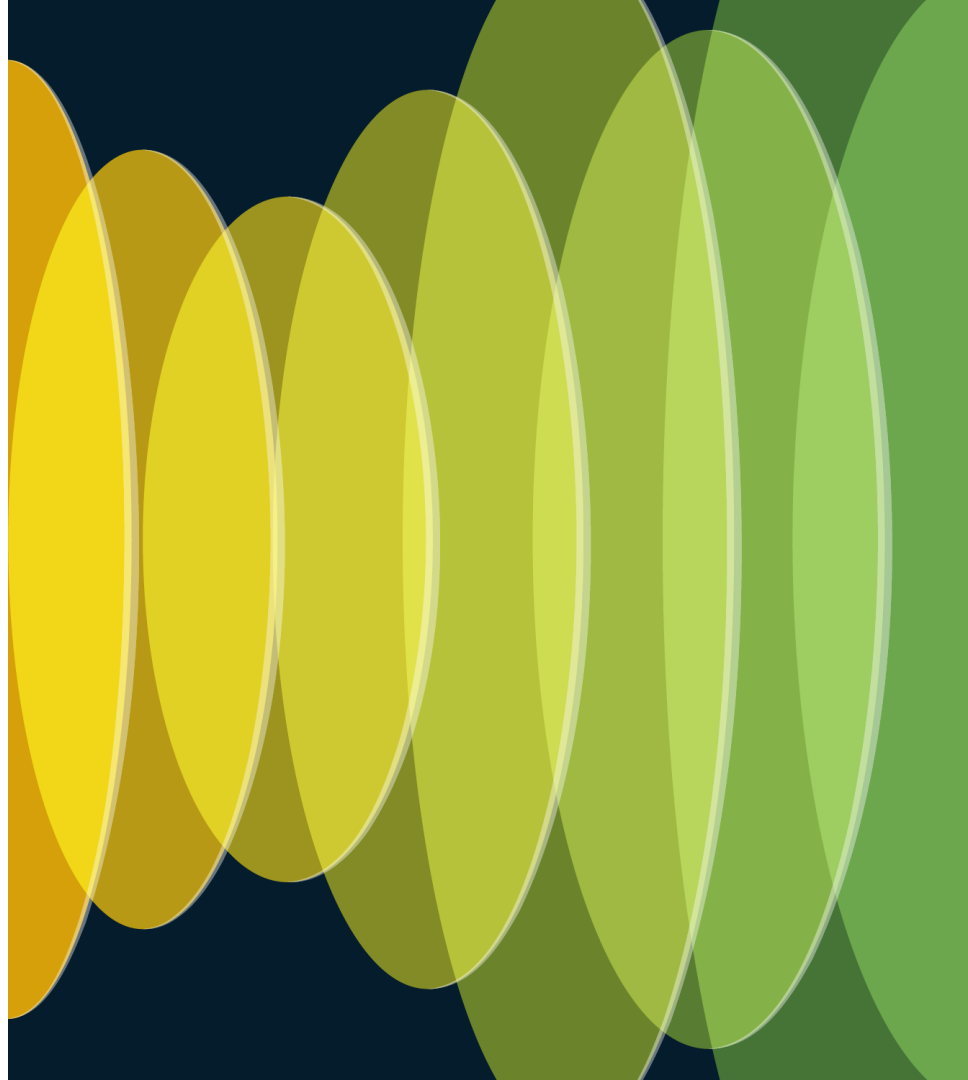
Start, stop, or pause call recording

Manage current calls and park calls

See the presence and availability of key contacts

- Improve productivity of receptionists, operators, attendants
- Integrated into the Webex App or accessible in a browser
- Support for Call Queues, Presence, Call Park, Speed Dial and more for efficient call routing

Conclusions/ Questions



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