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The bridge to possible

Cisco Webex Hybrid Calendar Service and Joining Methods for 3rd Party Meeting Providers

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BRKCOL-2042

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Introduction



3rd Party meeting providers – overview

This session examines how Webex Rooms can join meetings hosted by 3rd party meetings platforms:

- Microsoft Teams
- Skype for Business
- SIP-based 3rd party platforms

We will cover all the available Joining Methods, with a focus on One Button To Push integrated with Microsoft Exchange

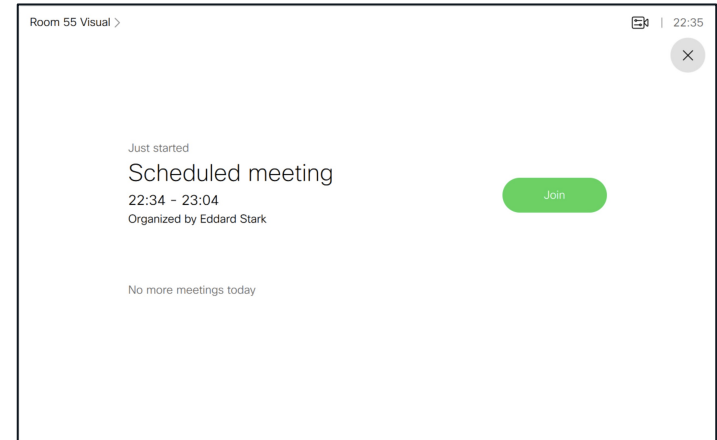
Webex Meetings and Cisco conferencing are covered by BRKCOL-2307

Meeting joining methods

One Button To Push

Inviting Webex Rooms to a meeting, users will find a green join button on screen just before the meeting starts (5 minutes)

- Webex Rooms in “shared mode” require a resource mailbox
- Webex Rooms in “personal mode” will sync with the device owner’s mailbox



Meeting joining methods

IVR

Users can join a scheduled meeting calling an Interactive Voice Responder and manually dialing the "VideoConference ID" available in the meeting calendar invite

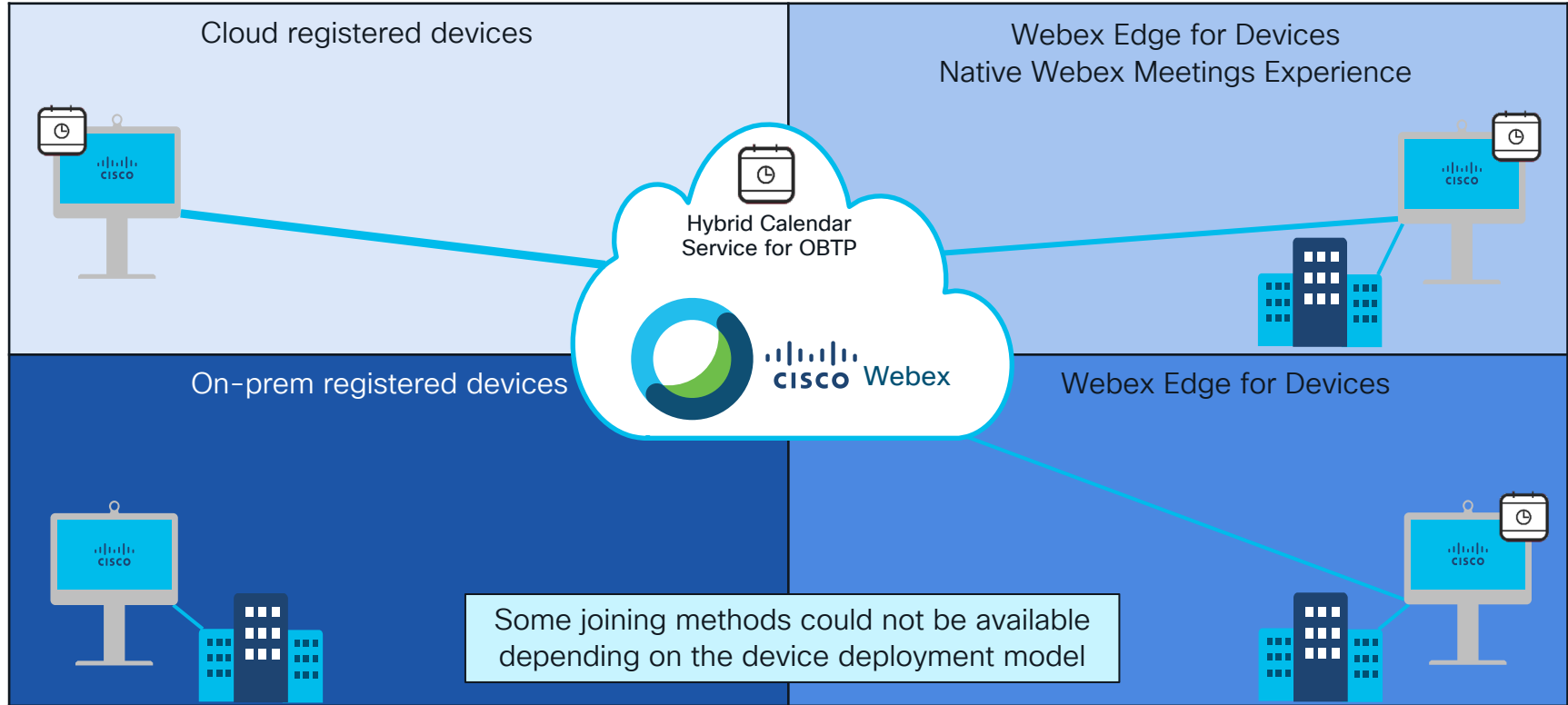
- It is common best practice to save your own company's IVR address as speed-dial for quick access

Direct Dial-in

Users can join a meeting dialing its specific address

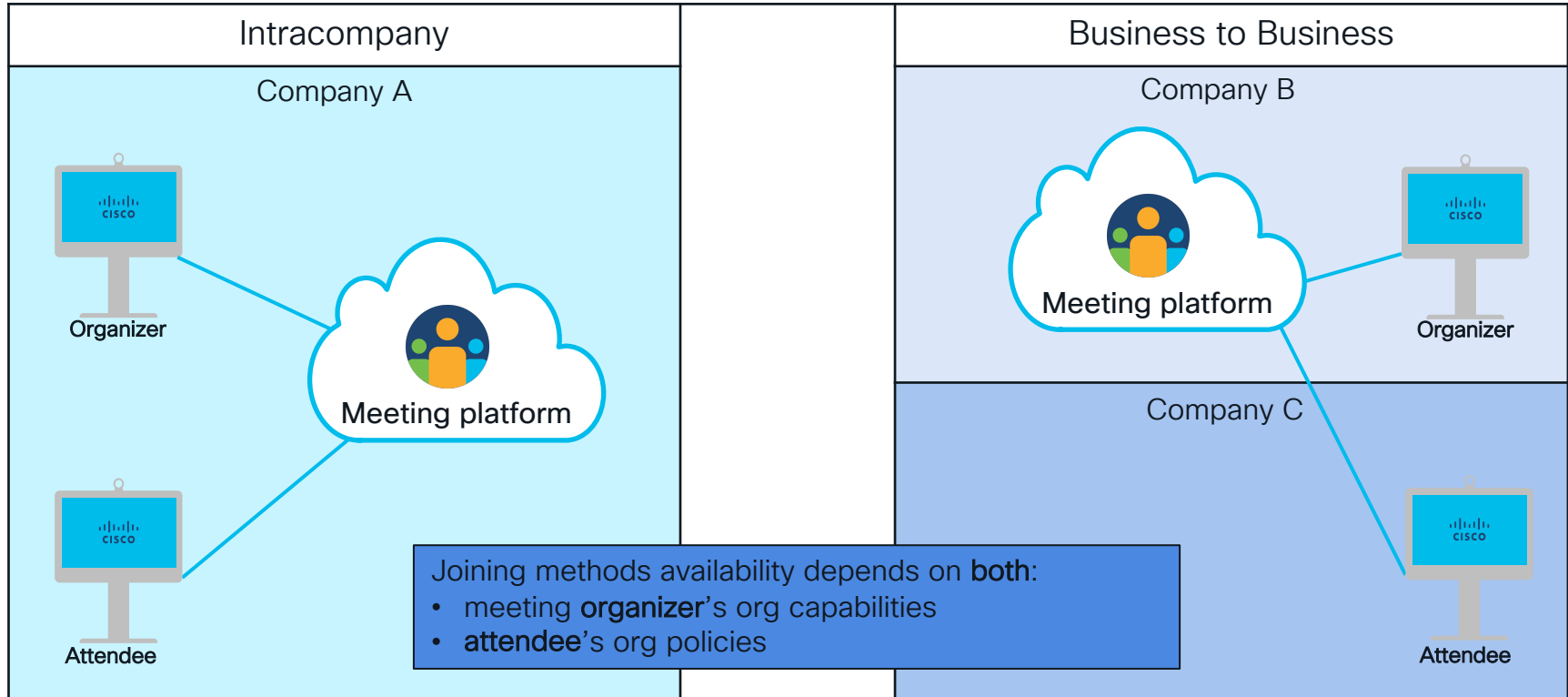
Use case analysis

Device deployment models



Use case analysis

Organizer/Attendees relationship



One Button To Push providers

Hybrid Calendar service



Hybrid Calendar service with TMS

(Only capable of OBTP for Cisco on-prem conferencing and Webex Meetings)

Out of scope
for this session



TMS/TMS-XE (legacy model)

Partially in scope
for this session
(SfB only)

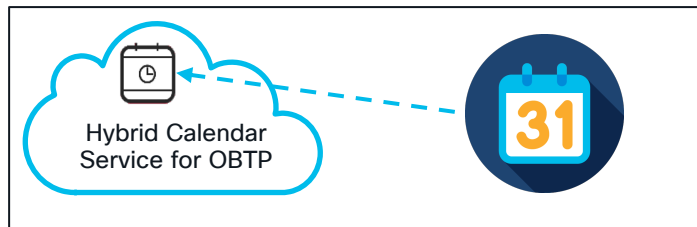


3rd party booking integrations

(A list of supported integrations is available at this [link](#))



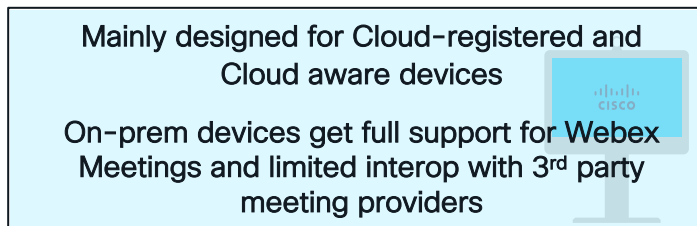
Hybrid Calendar Service



Direct service connection to
users/devices' calendar



Supported Calendar Services



Supported devices deployment models

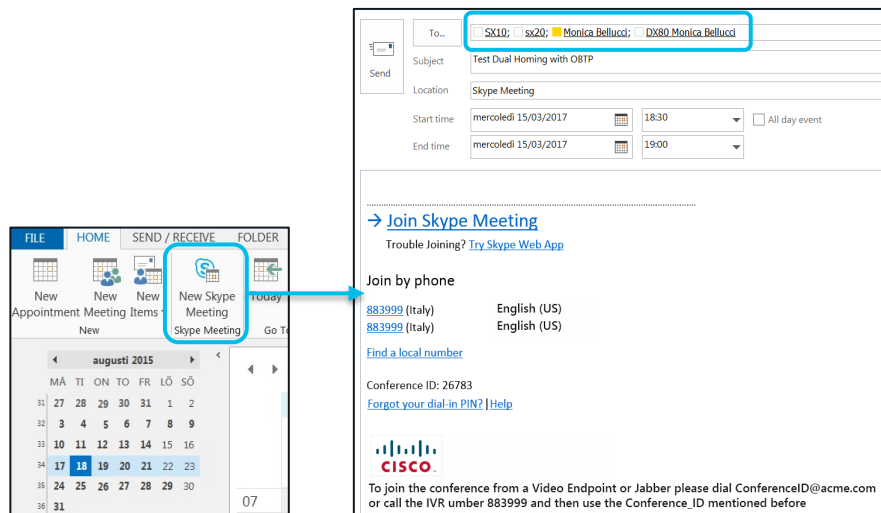


Supported Meeting Platforms

TMS/TMS-XE (legacy model)

Only capable of One Button To Push for Cisco Webex on-prem registered devices

Supports interoperable CMS Dual Homed meetings with Skype for Business



Since Skype for Business is reaching its lifecycle end, we will not go into details about this scenario (Reference: [BRKCOL-2611](#))

One Button To Push providers

Third party Scheduling integration – Synergy SKY



While Webex Room devices are expected to be Cloud registered (best practice) and managed with Hybrid Calendar service, there are cases where Hybrid Calendar service may not satisfy all the customer needs

For these specific scenarios, starting from January 2021, we have a new “Cisco Solutions Plus partner” called **Synergy SKY** ([link](#))

Their solution is complementary to Webex Hybrid Calendar service

Scheduling for Webex devices registered to the Webex cloud will be managed by Hybrid Calendar, while on-prem devices can be managed by Synergy SKY

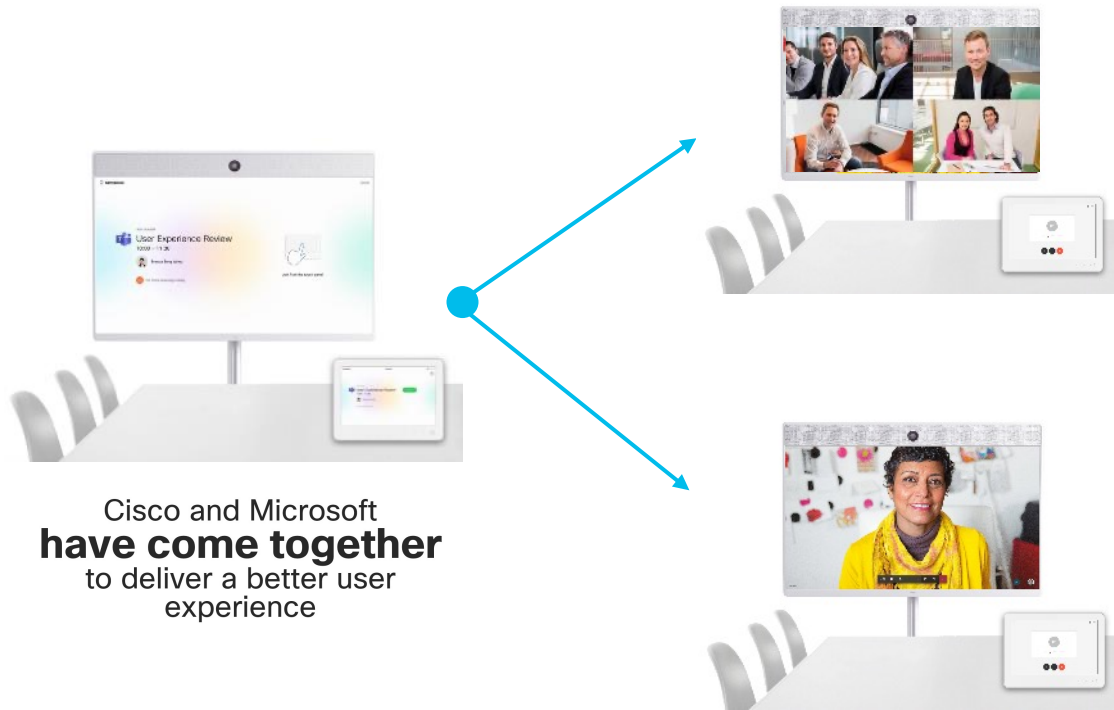
Meeting providers



Microsoft Teams



Video devices joining Microsoft Teams meetings- Available solutions



SIP-capable video endpoints can join Microsoft Teams meetings (hosted by my company) via VIMT (CVI)

Richer, seamless meeting experience, without requiring 3rd party interop

Cisco Webex web-engine capable devices can join B2B Microsoft Teams meetings

Limited experience on Cisco devices using Microsoft Teams meeting web app

Microsoft Teams interop

Solutions positioning

VIMT (CVI) is designed for meetings organized by your own company and provide access to users from **your org** or from an **external org (B2B)**

Direct Guest Join (WebRTC) is designed join Microsoft Teams non-CVI enabled meetings organized by external companies (B2B)

VIMT (CVI) and Direct Guest Join (WebRTC) can be deployed in the same organization to cover the two different use cases:

- Internal Microsoft Teams meetings (VIMT)
- External Microsoft Teams meetings (WebRTC)

Microsoft Teams interop – Joining methods

Availability of different joining methods for Microsoft Teams scheduled meetings depends on:

- interop solution in use (VIMT/Direct Guest Join)
- device deployment model (Cloud/Cloud aware/on-prem)

Cisco Webex Video Integration for Microsoft Teams (VIMT)		Joining method		
		OBTP (Hybrid Calendar)	VIMT IVR	Direct dial-in (Alternate VTC dialing instruct.)
Devices Deployment Model	Webex Registered (Cloud)	✓	✓	✓
	Webex Edge for Devices (Cloud with on-premises registration) (Native Webex experience independent)	✓	✓	✓
	Cisco and 3 rd party SIP capable (On-Premises registered)	✗	✓	✓

Direct Guest Join for Microsoft Teams (WebRTC)		Joining method
		OBTP (Hybrid Calendar)
Devices Deployment Model	Webex Registered (Cloud)	✓
	Webex Edge for Devices (Cloud with on-premises registration)	✓
	Webex Devices (On-Premises registered)	✗

Microsoft Teams interop – IVR/Direct Dial-in

Only available with Cisco Webex VIMT (no Direct Guest Join)

- **IVR** – calling a customer-specific address (i.e. example@m.webex.com) and manually dialing the "Video Conference ID" available in the MS Teams calendar invite
- **Direct Dial-in** – calling directly the meeting's address (i.e. 1234567890.example@m.webex.com) available through the "Alternate VTC dialing instructions" link in the calendar invitation

Best Practices:

- **IVR** Cisco recommends saving the VIMT IVR address as a favorite on your devices
- Direct Dial-In is widely used by concierge services to join meetings remotely from the device web interface (white glove service)

Microsoft Teams interop – One Button To Push

Supported on Webex Rooms when Webex Registered or enabled with Webex Edge for Devices (CE9.14.3+)

It requires Webex Hybrid Calendar Service

No support for TMS-XE calendar integration

- OBTP can be provided by either Hybrid Calendar or TMS-XE, not both at the same time (the two solutions can work in parallel for different sets of devices)

Might require Exchange policy adjustments

Business-to-Business scenarios require additional considerations

Microsoft Teams interop – OBTP implementation: Shared Mode vs Personal Mode

When configuring Hybrid Calendar service for OBTP, customers have two choices:

1) Shared Mode devices

- Hybrid Calendar service is configured to monitor the resource mailbox assigned to the Webex Room for new invites that include Microsoft Teams meetings
- Shared devices require a resource mailbox in Exchange
- Might require Exchange policy adjustments (see following slides)
- Require additional considerations about Business-to-Business scenarios (see following slides)

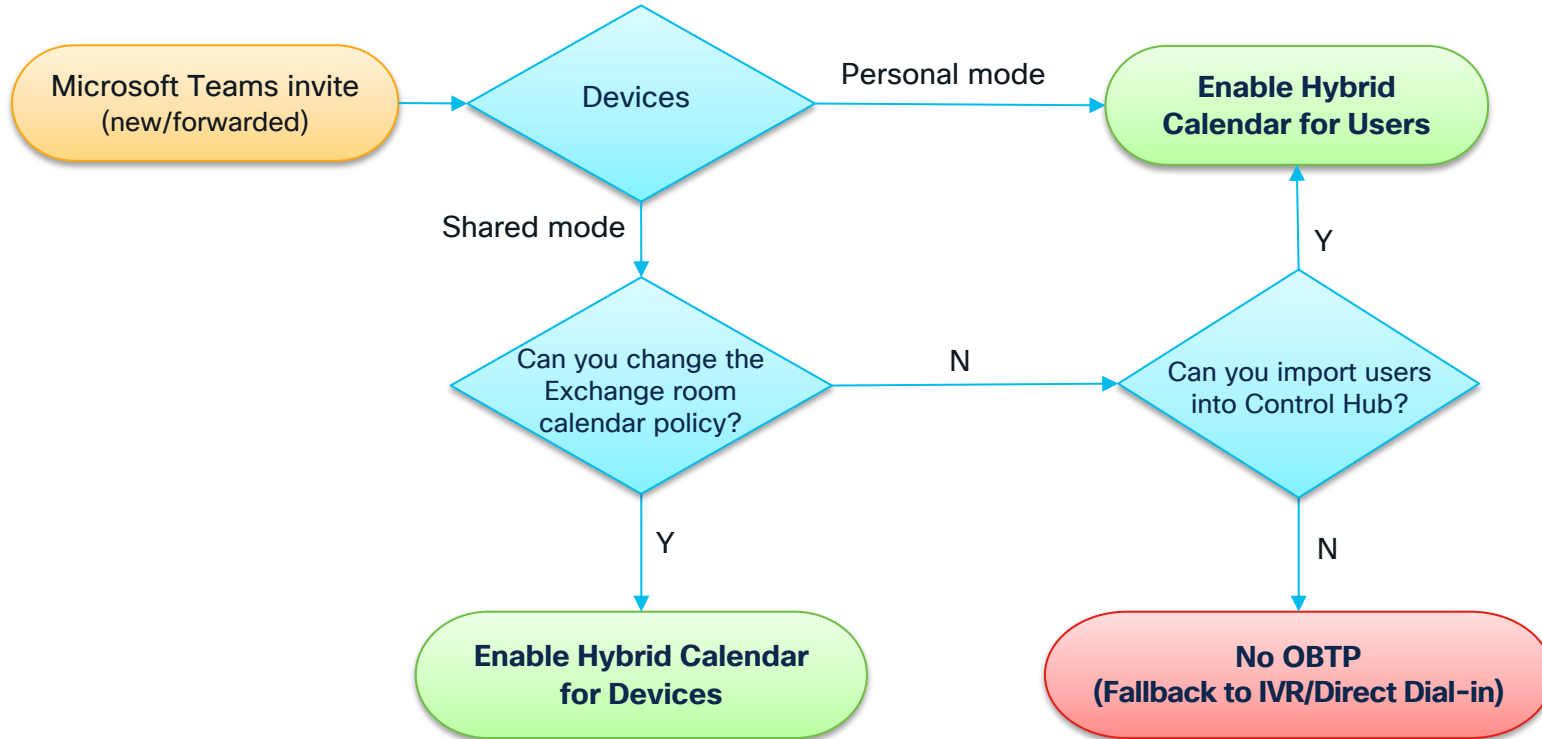
2) Personal Mode devices

- Hybrid Calendar monitors users' mailboxes looking for new invites including Microsoft Teams meetings info
- Users linked to personal devices must be available in Control Hub with Hybrid Calendar enabled

NOTE: Deployments can have a mix of Shared Mode and Personal Mode devices

Microsoft Teams interop

- OBTP decision tree



Microsoft Teams interop –

Shared Mode Devices – Exchange Calendar policy reqs. for OBTP

Default Exchange settings for resource mailboxes strip body and subject from meeting invites
To provide the best user experience, Cisco and [Microsoft](#) guidelines for Shared Devices recommend:

- Ensure Exchange is configured to retain the meeting comments, so that the Hybrid Calendar service can process meetings for shared rooms' mailboxes
 - PowerShell: “**set-calendarprocessing -deleteComments \$false**”
- In addition, in order to use the subject as the OBTP meeting title instead of the organizer name
 - PowerShell: “**set-calendarprocessing -deleteSubject \$false -AddOrganizerToSubject \$false**”

Workaround (sub-optimal case):

Customers unable to change the default “**-deleteComments \$true**” setting will have to import all users hosting meetings in Control Hub

Business to Business meetings

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Business to Business – introduction

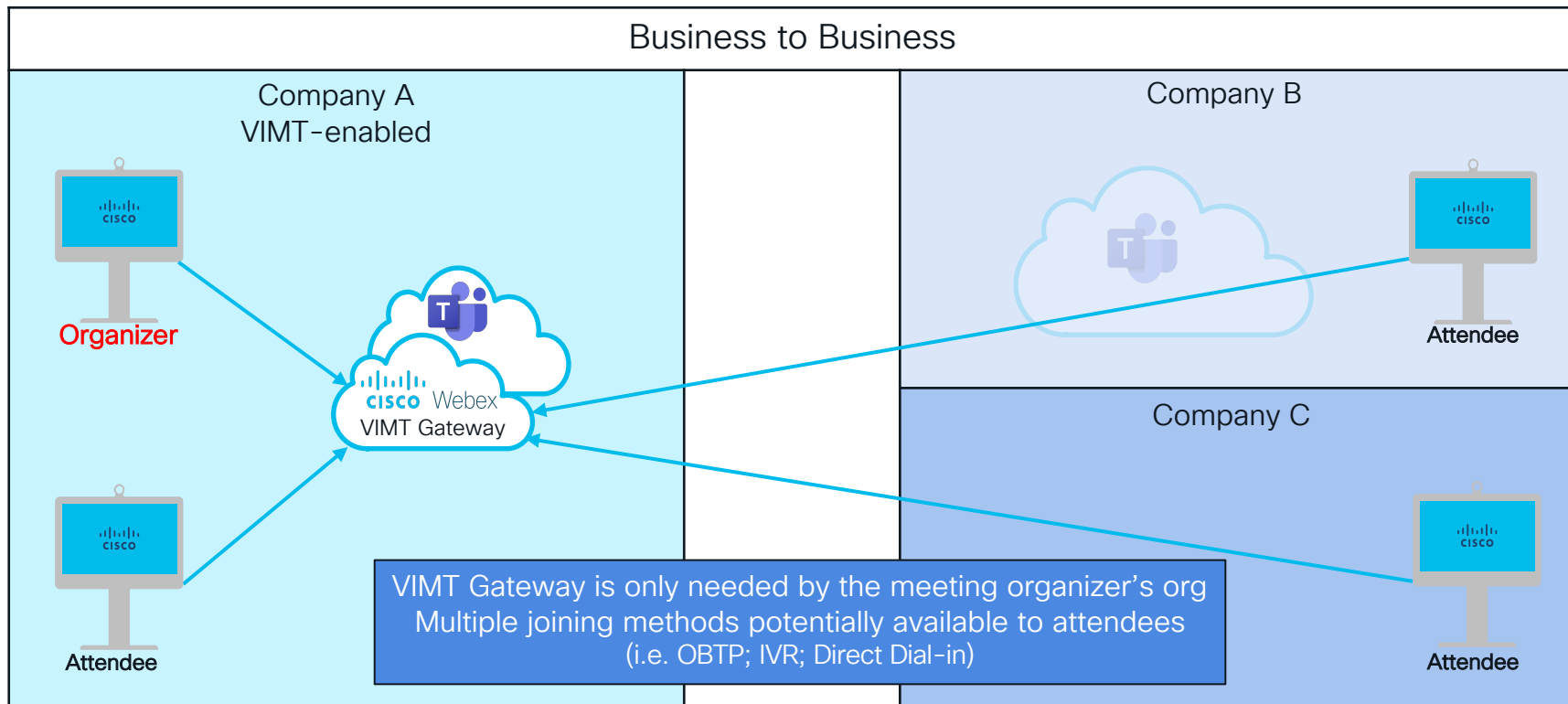
Reminder: Joining methods availability in B2B scenarios depends on both:

- meeting organizer's org capabilities
- attendee's org policies

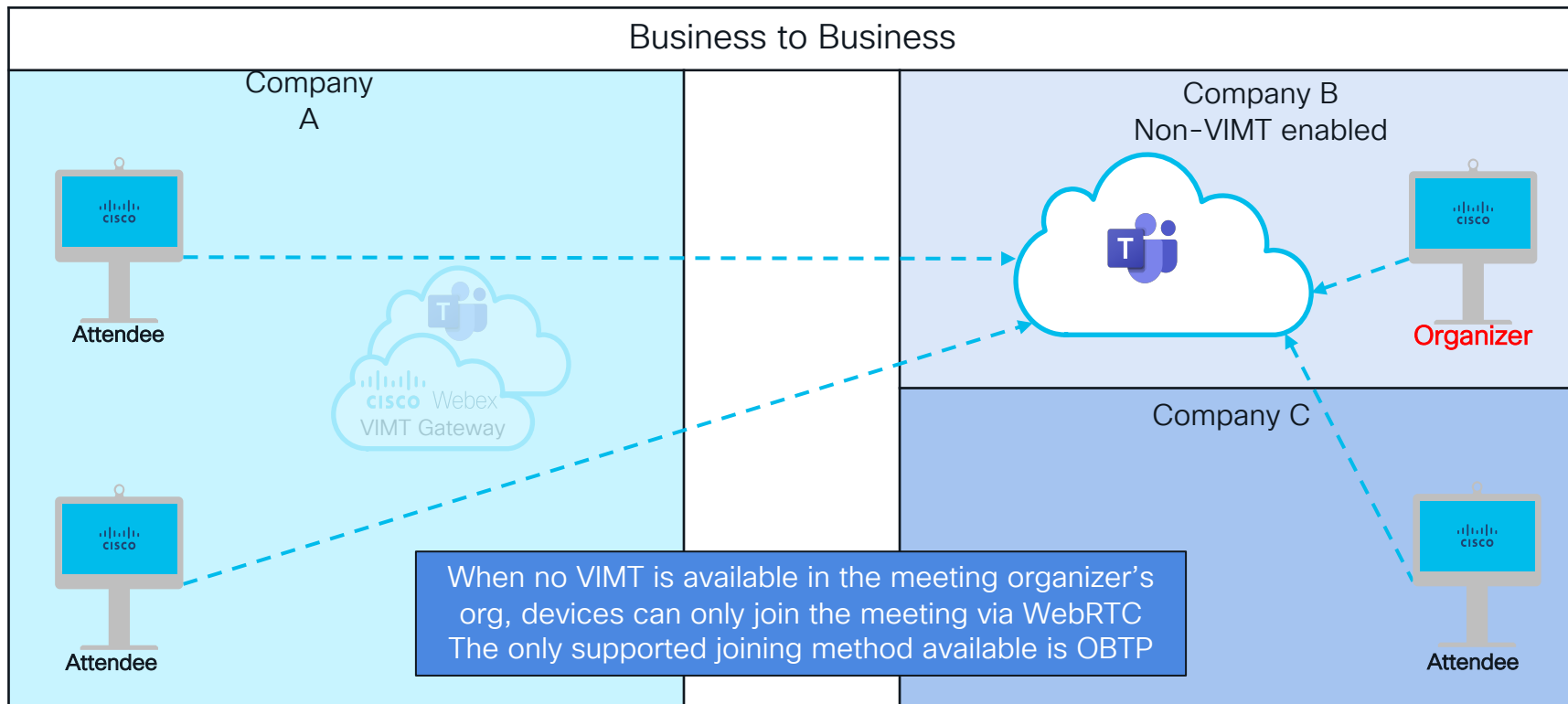
In case of Microsoft Teams meetings, we have to remember two things:

- VIMT is only needed by the meeting organizer's org, any potential attendee's VIMT subscription would not be beneficial to join a B2B meeting hosted remotely
- If meeting organizer is not enabled with VIMT, the only viable option for attendees is Direct Guest Join. This requires OBTP availability in the attendee's org

Business to Business – Video Integration for Microsoft Teams gateway



Business to Business – Direct Guest Join



Microsoft Teams interop – Shared Mode devices – Business-to-Business scenarios

Additional requirement for Business-to-Business scheduling scenarios of **Shared Devices**

Exchange default policies prevent an external meeting organizer from booking your local resource mailboxes (resource mailboxes auto-accept settings are ignored). This is true also when the external meeting invite is forwarded to the room by an internal user

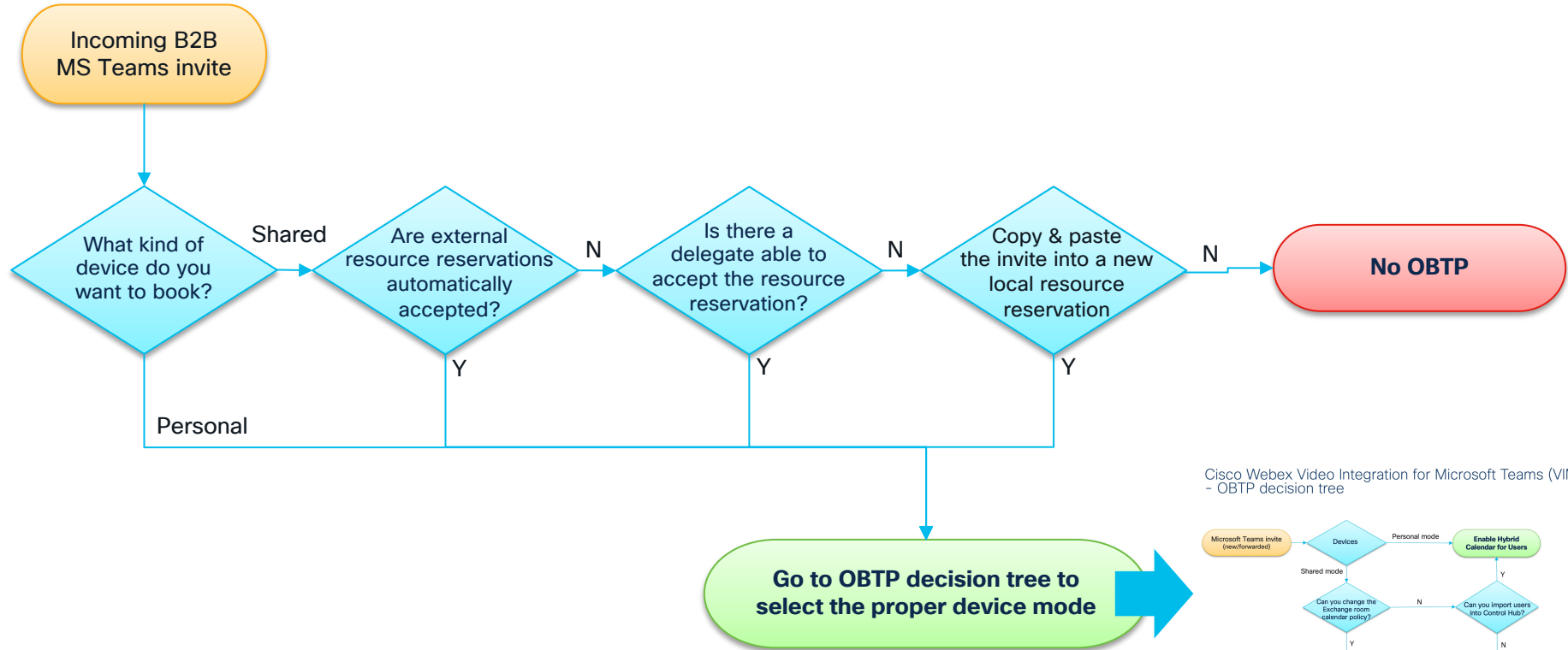
Customers will have to choose one of the three following options:

1. Modify the Exchange calendar policy to auto-accept External Invitations for Shared Devices
 - Powershell: “set-calendarprocessing -ProcessExternalMeetingMessages \$true”
2. Set a room mailbox delegate for manual processing (meeting accept/decline)
3. Copy and paste the meeting info into a new calendar invite to book the local room resource mailbox (this takes us back to an intracompany scenario)

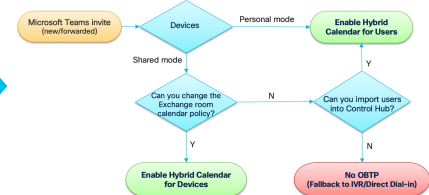
When processing OBTP for B2B meetings, Hybrid Calendar is not able to parse the meeting information from the external organizer's mailbox. Therefore, Exchange must be configured to retain the meeting comments (Powershell: “set-calendarprocessing -deleteComments \$false”)

Microsoft Teams interop -

OBTP - additional steps for Business-to-Business scenarios



Cisco Webex Video Integration for Microsoft Teams (VIMT) - OBTP decision tree



One Button To Push providers

Third party Scheduling integration – Synergy SKY

In a few specific cases Hybrid Calendar might not satisfy the customer requirements to provide **OBTP for VIMT** and a 3rd party Scheduling integration would help:

- Mixed environments where some devices are not Webex cloud registrable:
 - Cisco/TANDBERG legacy devices
 - Cisco Immersive endpoints
 - Poly devices
- Customers migrating Webex devices to cloud in phases
(Hybrid Calendar service and Synergy SKY scheduling solutions can work in parallel)
- Customers with mixed conferencing platforms
- Customers with full on-prem environments

3rd party standard-based meetings

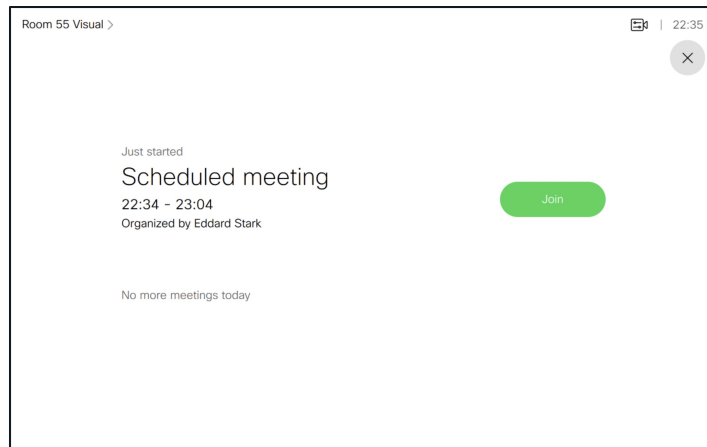


3rd party standard based meeting

Hybrid Calendar Service can parse a SIP URI from the body of a calendar invitation

When the address matches a supported format, the meeting appears in the list on any scheduled room that are enabled for the Hybrid Calendar Service

Devices will show the green Join button just before the meeting starts (5 minutes)



3rd party standard based meeting

Supported Video Address - Format examples

Meeting address	Examples
Alphanumeric SIP address with <i>sip:</i> or <i>sips:</i> prefix	sip:jdoe.123@company.com sips:jdoe.123@company.com
Numeric SIP address without <i>sip:</i> nor <i>sips:</i> prefix	12345@company.com

Any meeting provider able to add a supported meeting address in the calendar invite will trigger OBTP for all Webex devices managed by Hybrid Calendar Service

Standard prerequisites for Hybrid Calendar Service apply (i.e. device deployment model; etc)

Summary



Joining Methods for 3rd party meetings

- Summary

Hybrid Calendar Service (OBTP):

- Requires Webex device cloud registration or Webex Edge for Devices
- Does not need any specific configuration for 3rd party meetings
Typical OBTP best practices and configuration guidelines apply (i.e. same as Webex Meetings)
- Business-to-Business Exchange calendar processing requires additional considerations

Microsoft Teams VIMT-enabled meetings are available through:

- One Button To Push
- IVR
- Direct Dial-in

Microsoft Teams Direct Guest Join is available via One Button To Push only

OBTP can be provided to 3rd party standard SIP meetings as long as there is a valid and supported SIP address in the calendar invite body



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Thank you

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