

Webex Administration

For the Technical Decision Maker

September 2024

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01

Introduction

Introduction

This presentation will guide you through the core functionality available to Webex administrators through Control Hub.



Webex Services

The Webex Suite provides a wide range of services, including Meetings, Calling, Messaging, Webinars, Events, Devices, Video Messaging, Contact Center, Connected UC, and more.

To make these services successful it is important to be able to administrate them effectively, whether that is through setup, keeping track of performance and return on investment or fixing problems as they arise.



Control Hub

Control Hub is the central portal to administrate your organization, including:

- Configuration: Guidance through your first time setup, security posture, easing feature enablement and ensuring your Webex Suite remains optimized.
- Monitoring: See your deployment growth in real time, ensure your service quality is trending positively and understand how your Webex Users and Webex Devices are operating.
- Troubleshooting: View detailed analysis of Call and Meeting experiences for your participants - historically and in real-time, pinpoint network issues and access Webex App and Device logs centrally.



Control Hub Interface

The Control Hub interface is simple and easy to navigate.

The overview page is where you start, if this is the first time using Control Hub, Getting Started guides will be available to help you with first time setup.

The screenshot shows the webex Control Hub interface with several annotations:

- Main Navigation:** A purple callout points to the main navigation bar at the top, which includes links for Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organisation settings), SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Connected UC, Example), and a Search bar.
- Info cards:** A purple callout points to several cards on the right side of the dashboard, including "Meetings experience" (Goal: Promote human connection through video collaboration), "Device carbon emissions" (2 kWh | 0 metric tonnes CO₂), "Devices" (2 Total devices), and "Webex and Hybrid Services".
- Top right icons:** A purple callout points to the top right corner, showing notifications (2), a help icon, a sign-in icon, and a user profile (FL).

Overview Card Content:

- Search Control Hub for configuration, users, devices and more**
- Cisco AI Assistant**
- Alerts and Service information**
- Get help**
- Webex service status information**
- Change language or sign out**

Meetings experience Card Content:

- Provide a powerful meeting experience**
- You'll see all engagement data here when your users start using Webex. After 60 days of engagement, you'll also see data trends.
- Main Navigation** (purple callout)
- Goal:** Promote human connection through video collaboration
- Is this helpful?** (with upvote, downvote, and refresh icons)

Device carbon emissions Card Content:

- Set-up guide**
- Start using Webex** (progress bar)
- Is this helpful?** (with upvote, downvote, and refresh icons)
- Device carbon emissions** (2 kWh | 0 metric tonnes CO₂)
- You can further reduce the energy consumption of your devices by enabling office hours. This will also extend the display's lifespan.
- View Details**

Devices Card Content:

- 2 Total devices**
- Online**: 0
- Online with issues**: 0
- Offline**: 1
- Expired**: 1

Webex and Hybrid Services Card Content:

- New offers**
- Webex Webinar 5,000** (Free trial)
- Basic Meetings** (Offer claimed)
- Onboarding**

Bottom right corner:

- 19 Total users**

Cisco AI Assistant

The Cisco AI Assistant (enabled/disabled in Organization Settings > Customize AI Assistant & AI features) is always available to help you in Control Hub. Just click the assistant icon in the top right corner and type your question.

webex

Overview

Here's how to get the most out of Webex!

Meetings experience Strengthen security

Provide a powerful meeting experience ⓘ

You'll see all engagement data here when your users start using Webex. After 60 days of engagement, you'll also see data trends.

Goal
Promote human connection through video collaboration

Goal
Upgrade meeting experiences with Messaging

Is this helpful? ⤵ ⤶ ⓘ

Set-up guide
[Start using Webex](#) ⓘ

Is this helpful?
⤵ ⤶ ⓘ

Updates
Update your services to the new Webex experience.
[Learn more](#)

 [Update Webex Mee...](#)

New offers ⓘ

Webex Webinar ⓘ
5,000 [Free trial](#)

 Host webinars that scale with your organisation.
[View trial](#)

Device carbon emissions ⓘ

2 kWh | 0 metric tonnes CO₂e

You can further reduce the energy consumption of your devices by



Devices ⓘ

2 Total devices
Online 0
Online with issues 0

Basic Meetings ⓘ
Offer claimed

Allow everyone in your organisation to host a Webex



Cisco AI Assistant

Today

You
How do I add new users?

AI Assistant 10:37 am
To add new users to Webex, follow these steps:
1. Access your Webex administration tools or Control Hub.
2. Navigate to the user management section.
3. Choose the option to add a new user.
4. Enter the user's email address and any other required information.
5. Assign the appropriate roles and permissions to the user.
6. Set any necessary settings or preferences for the new user.
7. Send the invitation to the user.
8. The user will receive an email with instructions to join Webex.
9. Once the user accepts the invitation, they will be added to your Webex organization.
Remember to double-check the email address and ensure that the user has the necessary roles and permissions for their intended use of Webex.

What are the steps to add new users to Webex?

How can I add users to Webex?

What information is required to add a

Write a message to the Cisco AI Assistant

02

Configuration

Setup Guidance

Control Hub acts as your Coach; it provides guidance through first time setup and keeps you informed about what you can do to improve your users' experience and strengthen security.

This speeds up deployment times by guiding your workflow appropriately and ensures you maintain a high-quality service.

The screenshot shows the 'Start using Webex' setup guidance interface. At the top, there's a navigation bar with a back arrow and the word 'Overview'. Below it, the title 'Start using Webex' is displayed, followed by '5 of 8 pending, 0 of 8 dismissed'. The interface is divided into four main sections:

- Step 1: Introduction**

Get started! With these recommended tasks, learn how to navigate Control Hub and Webex and more.

 - Review your organisation profile
 - Take a tour of Control Hub
 - Verify your subscription
 - Test drive Webex

[Continue](#)
- Step 2: Streamline adding users and licences**

Tell us how you'll manage your users. We'll suggest tasks to tailor your experience.

[Get started](#)
- Step 3: Configure your organisation**

Customise your Webex environment for what matters most to you.

 - Automate your user provisioning and management workflows
 - Simplify meeting scheduling for users
 - Enhance security with single sign-on and/or multi-factor authentication
 - Apply your organisation's brand

[Continue](#)
- Step 4: Ready, steady, launch**

Before rollout, invest the time and effort for change management.

[Review](#)

Role-Based Access Control

Role-based access control is available so that administrator access can be controlled.

The table lists the roles that are currently available in Control Hub.

Role	Permissions
Full admin	Manage users, end-user devices, shared devices, bots, spaces, company policy and templates, analytics and reports, support metrics and notifications, licenses, and upgrades, and assign admin roles to users
Read-only admin	Read-only view of the portal. No changes will be accepted
Support admin	Access to platform availability and troubleshooting tools
User and device admin	Manage users, end-user devices, shared devices
Device admin	Manage end-user devices, shared devices
Compliance officer	Compliance officers can perform searches to extract content to support legal cases and meet regulatory requirements
Advanced troubleshooting access	View Live Meeting page and join live meetings
Webex Calling detailed call history API access	Allow collection of Webex Calling detailed call history reports using the Rest API
Location admin	Location administrators see a limited view of the Control Hub and can configure certain features for services and devices in their assigned locations.
Contact center service admin	Administer all Webex Contact Center features available in the Contact Center service on Control Hub and Management Portal
Webex site admin roles	Choose administrator access level to Webex Meetings Sites
Webex Events admin	Administrates Webex Events (formerly Socio)

User Management

Onboard your users quickly and simply using their email address or add them in bulk using a Comma Separated Variable (CSV) file.

Alternatively, synchronize your users from on-premises via:

- Webex Directory Connector
- a cloud service using support for the standards-based SCIM API
- user self-sign up
- SAML just-in-time provisioning.

User attributes such as Title and department can be required, customized attributes can be added. Pronouns can be enabled and selected or even customized by users.

webex

Manually add users

Basic information Assign licences Review

Step 1: Basic information

Names and Email address

Email address

ⓘ You cannot add existing users in your organisation or users that already have a Webex account. [Learn more](#)

First name

Last name

Email address



Single Sign-On

With Control Hub, customers can turn on Single Sign-On (SSO) for their users to help ensure that they enter their IT-approved password to access Webex. SSO integration uses Security Assertion Markup Language (SAML) v2 Federation.

Cisco has worked with the leading identity providers in the market for both on-premises and identity-as-a-service integration for the purpose of SAML v2 federated SSO. We have either created integration guides or confirmed customer integrations for the partners in the table, but other identity providers that support SAML v2 are supported.

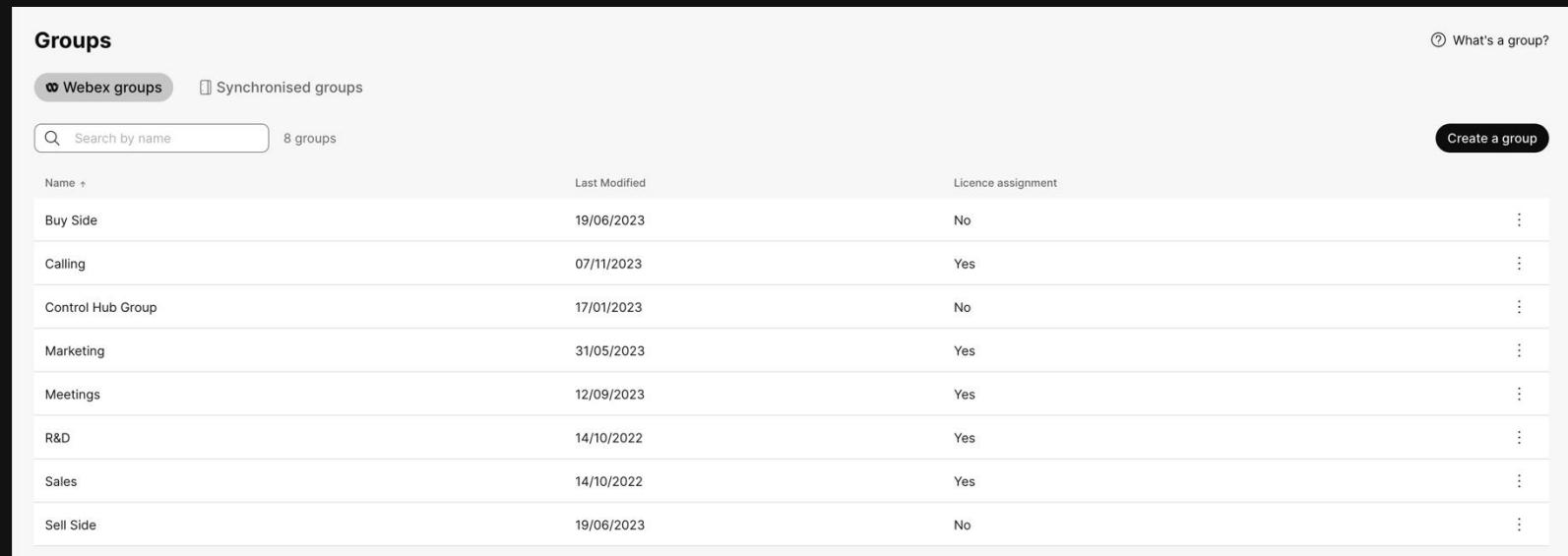
Alternatively enable Social sign-in using Google, Microsoft, Facebook or Apple ID.

On-premises identity providers	Identity-as-a-service vendors
CA Siteminder	Centrify
F5 – BigIP	Duo
IBM Security Access Manager	Google
Microsoft ADFS	Microsoft Entra ID
OpenAM	Okta
Oracle Access Manager	OneLogin
Ping Identity	Oracle Identity Cloud Service
Shibboleth	PingOne
	Salesforce
	SimpleSAML
	Webex

Group Management

User groups can either be created manually using the Control Hub user interface or developer API, or automatically through synchronization with Active Directory or Microsoft Entra ID.

Groups allow you to assign licenses or settings on a group-by-group basis, ensuring each type of user in your organization gets the licenses and services they need for their role.



The screenshot shows a table titled "Groups" with 8 entries. The columns are "Name", "Last Modified", and "Licence assignment". The rows are:

Name	Last Modified	Licence assignment
Buy Side	19/06/2023	No
Calling	07/11/2023	Yes
Control Hub Group	17/01/2023	No
Marketing	31/05/2023	Yes
Meetings	12/09/2023	Yes
R&D	14/10/2022	Yes
Sales	14/10/2022	Yes
Sell Side	19/06/2023	No

License Assignment

Choose to assign licenses your users individually or automatically using an organization-wide template, optionally combined with group templates.

This simplifies the process of assigning services that your users can access.

Users Licences Contacts

Licence assignments

Organisation-based licences

Assign licences to your entire organisation. You'll assign all new and existing users with services required for your organisation.

Messaging Basic messaging

Meeting Basic space meetings
Basic Meetings
petwellbunnew.webex.com Host account

Calling Call on Webex (1:1 call, non-PSTN)
Webex Calling Professional

Edit Delete

Group-based licences

Assign groups of users with specific collaboration services. **Users in groups** can combine organization and group-based as a union of licenses. For more help, see [how do license assignments work?](#)

Manage

Preserve licences for users joining another group

In addition to their new licences, users that joined different groups will keep their previous group licences.

Select the licence you want to assign to your users.

Messaging 1

Meeting 2

Calling 2

Subscription: Basic messaging

Basic messaging

Subscription: Enterprise trial - 11/02/2021

Advanced messaging 1 of 100 assigned

Apply scope

Future users

Existing users

Service Settings Templates

Administrators can use service settings templates to apply collections of settings to groups of users, thereby making it easy to apply and enforce their organization's policies. A settings template is a collection of custom settings for a service (general, messaging, meeting, calling and Vidcast). Settings templates help to simplify the onboarding and management of users in your organization.

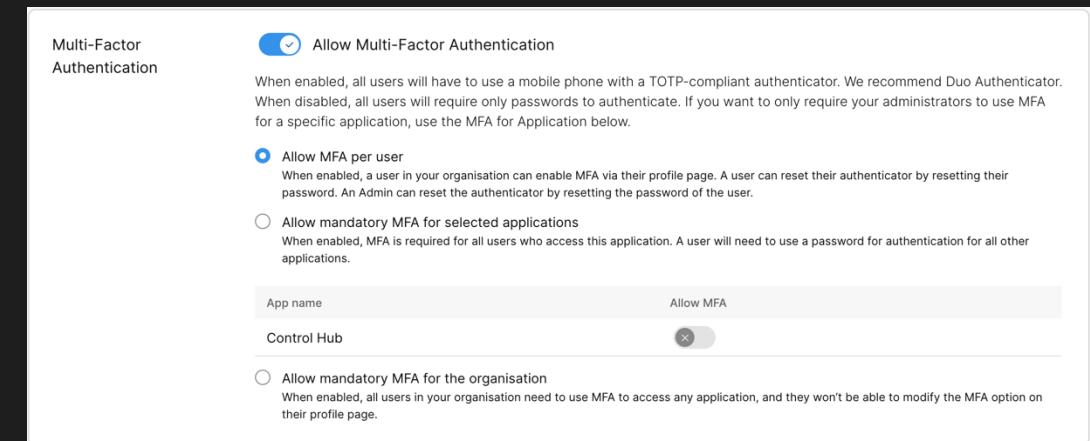
Templates can also be set for devices to ensure configuration remains consistent through your deployment.

The screenshot shows the 'Messaging: Default' service settings template. At the top, there are tabs for 'Settings' and 'Applied groups/locations'. Below this, under 'Collaboration Restrictions', there are two dropdown menus: 'Block file preview and download on' set to 'No Restrictions' and 'Block file upload on' set to 'No Restrictions'. There are four toggle switches with descriptions: 'Allow file preview, download and upload for whiteboards and annotations' (on), 'Allow sharing animated GIFs' (on), 'Allow Bitmoji sticker sharing' (on), and 'Allow previewing shared links' (on).

Multi-Factor Authentication

Webex can also provide Multi-Factor Authentication (MFA) by integrating with SAML v2 identity providers, including DUO, that support this mechanism.

This capability is critical, as many organizations deploy MFA mechanisms across their enterprise for all services or for services that require additional security checks: something you know (such as your password) and something you have (such as a x509 certificate), HMAC-based One-Time Password (HOTP), Time-based One-Time Password (TOTP), device fingerprinting, or any other mechanism supported by the identity provider.



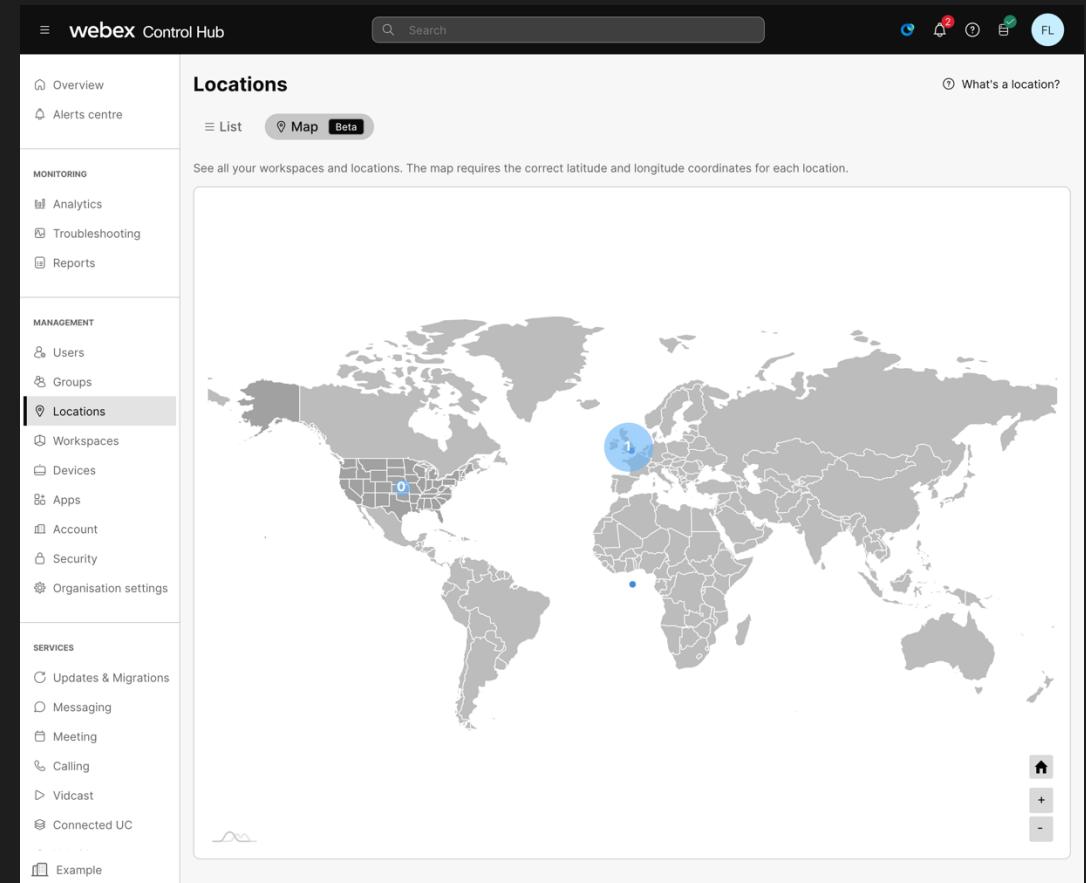
Locations

Locations are physical office buildings or sites. Use locations to group resources and manage workspace, calling and user settings.

You can define a building and the floors within the building along with its geographical location.

Administrators can also be assigned to a location, then they are limited to the following:

- Management > Users
- Management > Locations
- Management > Workspaces
- Management > Devices
- Services > Calling > Numbers
- Services > Calling > Features
- Services > Customer Experience



Messaging

The rich Webex messaging service can be customized to meet your requirements:

- AI Assistant, including space summaries, rewrite message and message translation
- Control available integrations and bots
- File sharing restrictions including:
 - Restrict file sharing or receiving
 - Restrict file types
 - Detect and block file content violations
 - Limit file sizes
 - Enable Content Management solutions from Box, Google or Microsoft
- Control animated GIFs
- Allow Bitmoji sticker sharing
- Allow public spaces
- Space classification (e.g. Top Secret)
- Virus and Malware protection
- Real-time data-loss prevention for files



Meetings

Configure your Webex Meeting experience end-to-end, for example:

- Enable the Cisco AI Assistant to produce in-meeting summaries and ask it anything as well as post meeting summaries and transcripts.
- Restrict external users joining internal meetings or restrict internal users joining external meetings
- Restrict what features your users have access to internally and externally (e.g. Q&A, Chat, Video, Slido)
- Customize join options shown in scheduled meetings
- Audio and video watermarking and much more.

The screenshot shows the 'Meeting: Templates' configuration page. At the top, it displays 'Meeting: All Access' with a rank of 1. On the right, there are icons for user groups and actions, with a note that 1 group is applied. The main area is titled 'Meeting' and contains tabs for 'Settings' and 'Applied groups/locations'. Under 'Settings', there are two main sections: 'Internal' and 'External'. The 'Internal' section is for meetings from your organization's sites, with a note that 'Host' is the person who owns the meeting space and manages the meeting. It includes a dropdown menu for choosing which external users can join, currently set to 'Allow all external users'. The 'External' section is for meetings from sites outside of your organization, with a note that 'Participant' is the person who joined a meeting. It also includes a dropdown menu for choosing which external meeting sites your internal users can join, currently set to 'Allow all external sites'. Below these sections, there is a note about meeting templates being only for meeting and webinar sites, with links to learn more about internal and external meetings. At the bottom, there are two sections: 'Internal meeting' and 'External meeting', each containing a list of collaboration tools with toggle switches. Both sections have all tools enabled, indicated by checked checkboxes.

Calling

Every customer can access call on Webex functionality for point-to-point calls. Optionally a Webex Calling multi-tenant or dedicated instance subscription can be added to your organization.

Customizing call on Webex or Webex Calling multi-tenant is done entirely through Control Hub, while dedicated instance settings are accessed via Control Hub cross launch.

After activating your first Webex Calling multi-tenant location through the Provisioning Wizard, you can set up and manage additional locations, trunk assignment and usage, dial plan options, users, phones, and features through templates.

The screenshot shows the 'Calling: Default' template settings in the Webex Control Hub. The interface includes a header with back and actions buttons, a title 'Calling: Default Rank 1', and tabs for 'Settings' and 'Applied groups/locations'. The 'Settings' tab is active, displaying various configuration options:

- In-call feature access:** Request remote control (on), Give remote control (on), Screen sharing (on).
- Video:** Video on desktop (on), Answer calls with video on (checked), Video on mobile (on), Answer calls with video on (unchecked).
- Additional features:** Move calls to meetings (on), Display a call recording indicator for automatic recording (off), Display the multi-call window (on). For multi-line users only (radio button selected).
- Microsoft Teams integration:** Off.

Workspaces

Workspaces are the physical collaboration spaces within your organization. Workspaces give you an at-a-glance overview of the usage, settings and environmental status of a physical location. This helps you understand workspace conditions to make decisions that enhance the end-user experience.

- At-a-glance Workspaces Overview
- Device inventory including some third-party devices such as screens and microphones
- Set the Workspace type for filtering and configuration
- Add a photo
- Set capacity to compare with occupancy
- Scheduling and calling services

Name	Location	Type	Capacity	Scheduling	Calling
TME Oslo Bar Pro	Lysaker 1 (Oslo)	Other	6	None	Call on Webex (1:1 call, non-PS...)
TME Oslo BoardProG2 55	Lysaker 1 (Oslo)	Meeting Room	4	Calendar (Microsoft Exchange/...)	Call on Webex (1:1 call, non-PS...)
TME Oslo Companion	Lysaker 1 (Oslo)	Meeting Room	4	None	Call on Webex (1:1 call, non-PS...)
TME Oslo Room Bar	Lysaker 1 (Oslo)	Meeting Room	Not set	None	Call on Webex (1:1 call, non-PS...)

Vidcast

Vidcast settings are available at both a user and group level. Control who has access to Vidcast, who can record a Vidcast, and who can upload a Webex Meeting recording and much more.

Also manage the recordings your users are creating, reassigned or deleting them if needed.

Vidcast: Allow
Rank 1

88
1 group

Actions

Settings Applied groups/locations

Access

Allow vidcast access

Allow vidcast recording

Allow import of Webex Meeting

Allow external sharing

Allow commenting

Allow video downloads

Allow external uploads

Toggle is only applicable to organisations with this premium feature enabled

Classifications

Enable classifications

Require classifications

This will make all recorded videos require a classification before the video can be saved and posted to Vidcast

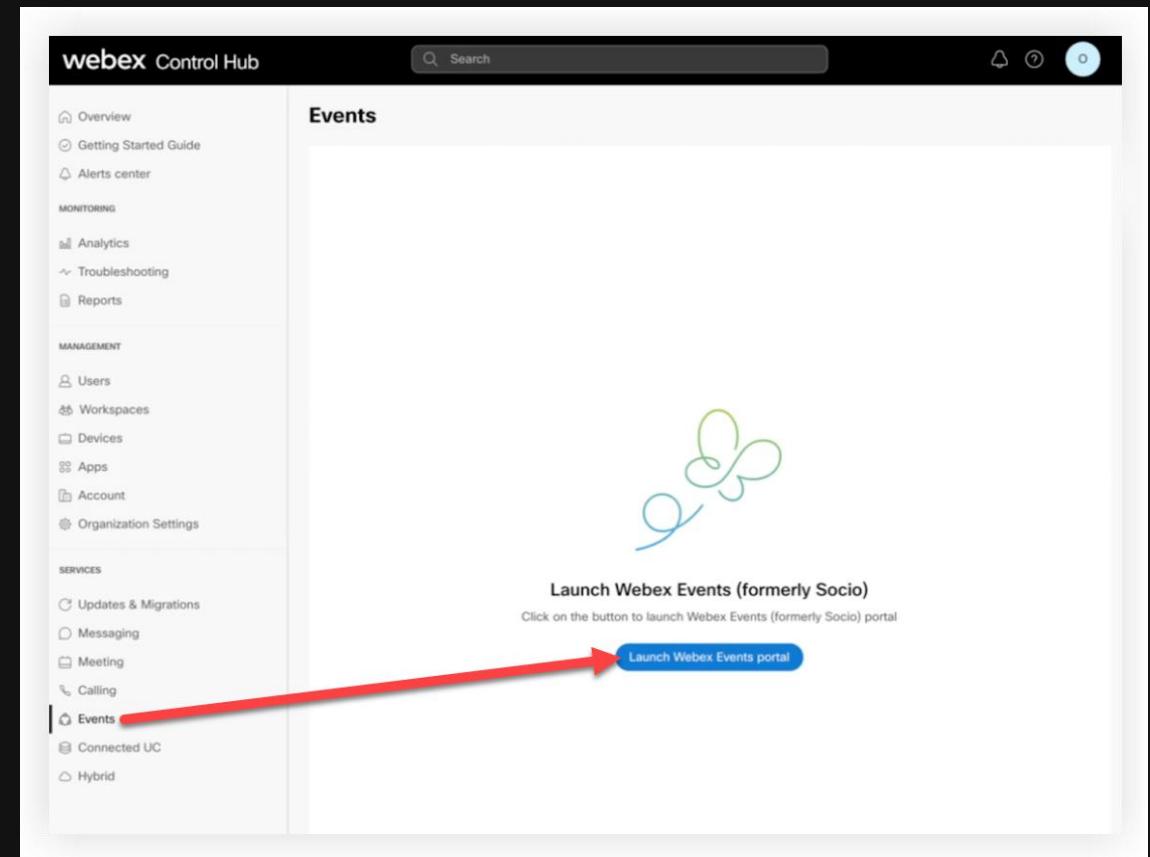
Configure classifications

Webex Integration

Enable Vidcast recording in Webex Messaging

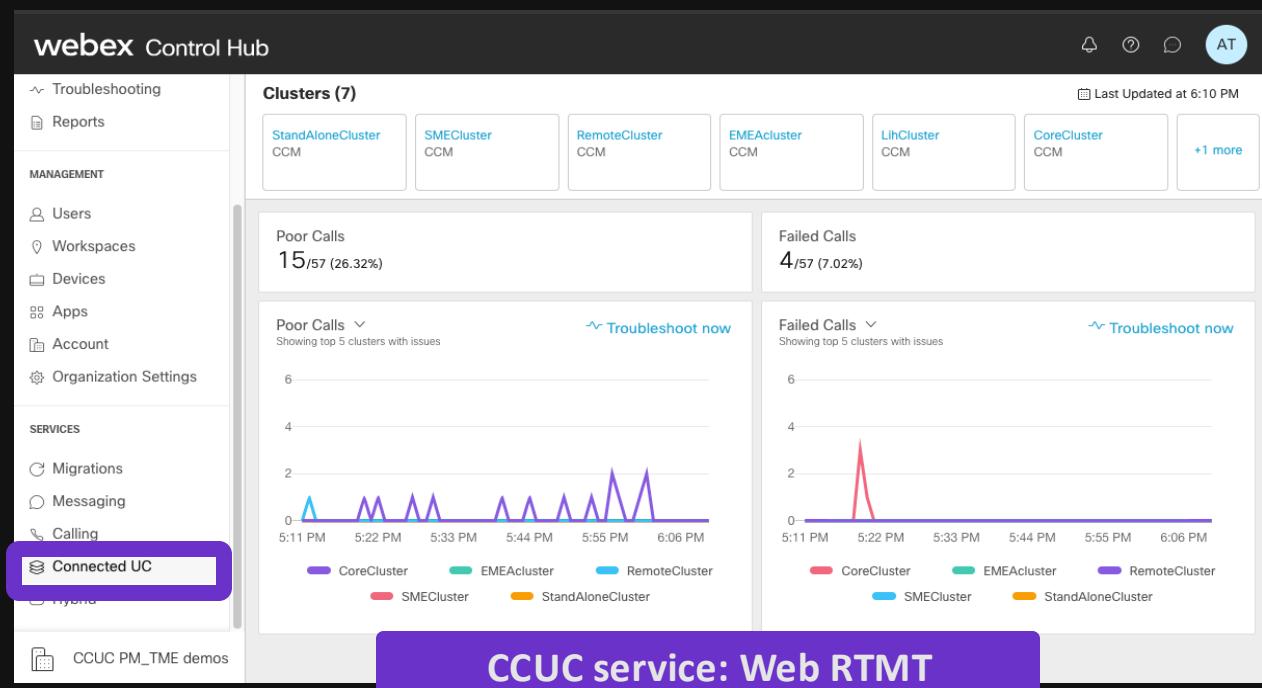
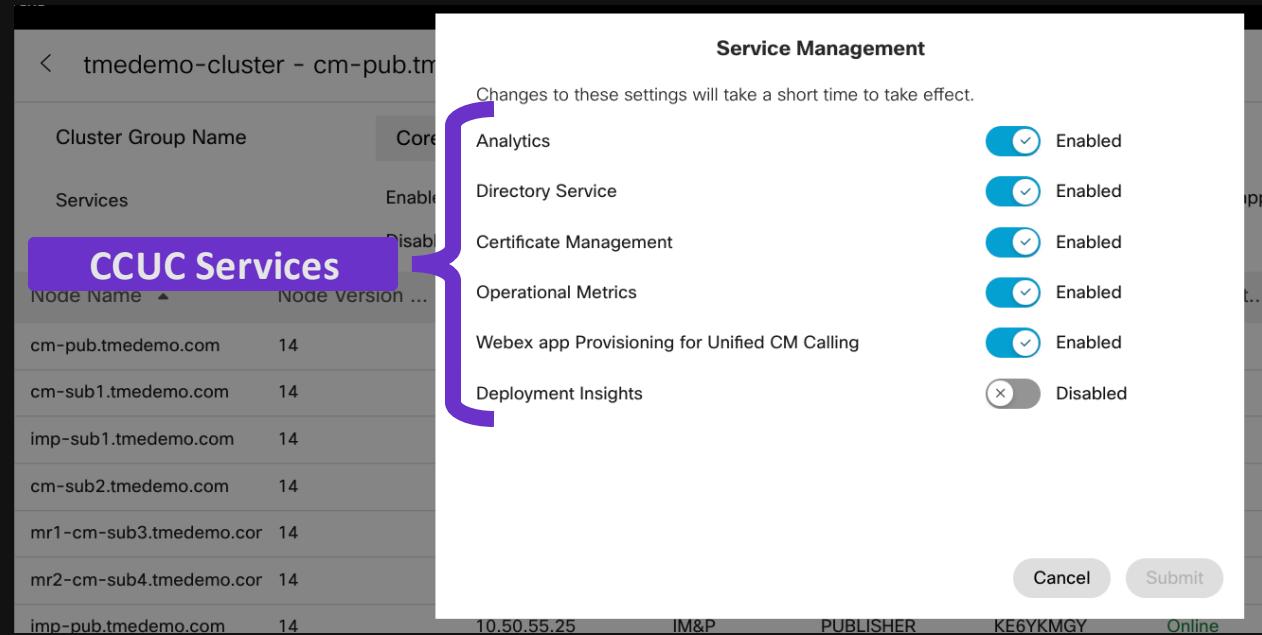
Events (formerly Socio)

Assigning the Webex Events administrator role allows access to the Webex Events portal via Control Hub.



Connected UC

Connected UC is a suite of Webex cloud services that provide analytics, monitoring, troubleshooting, certificate management workflows and enhanced capabilities to manage on-premises Cisco UC deployments in a single pane of glass through Control Hub.



Calendar Integration

With Hybrid Calendar, you can connect your on-premises Microsoft Exchange, Microsoft 365 or Google Calendar environment to Webex. This integration makes it easier to schedule and join meetings; no plugins are required.

Users can easily schedule a meeting from their Webex App or using their Calendar, by simply using the Webex Scheduler for Microsoft Outlook or by adding “@webex” to the location field.

Webex devices that are scheduled to join a meeting will get One Button to Push, allowing user to join a meeting with a single button press.

Devices can also display upcoming meetings, with Personal Mode devices automatically displaying meetings and OBTP for meetings their user is invited to.

Hybrid Calendar



Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app and provide One Button to Push (OBTP) to join.

[View Prerequisites](#)[Set Up](#)

Hybrid Calendar



Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app and provide One Button to Push (OBTP) to join.

[View Prerequisites](#)[Set Up](#)

Hybrid Calendar



Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app and provide One Button to Push (OBTP) to join.

[View Prerequisites](#)[Set Up](#)

Webex App

The Webex App is one easy-to-use app to call, meet, message and get work done. Control Hub provides rich management and customization of the app including:

- Set default landing screen
- Control which services users can access
- Control embedded app access
- Add shortcuts
- Manage software upgrade cycles
- Security settings
- Limit user profile customization (e.g. profile picture)
- Personal Insights and Personal Insights Profiles
- Branding
- Define virtual background policies
- ThousandEyes



Video Devices and Phones

Control Hub provides a simple interface to onboard, activate and administrate Webex devices including the Webex Room Series, Board Series and Desk Series as well as telephony devices such as Cisco IP Phone 9800/8800/7800/6800 Series Phones. Allowing configuration including:

- Software Management
- Default configuration and templates
- Device screen lock
- Webex Assistant/Assistant Skills
- Remote configuration
- Third party meetings, Microsoft Teams, Google Meet and Zoom
- Digital signage
- Branding
- Macro management
- Face recognition
- ThousandEyes
- Cisco Devices running Microsoft Teams Room



Headsets and Webcams

You can view and sort through your deployed Cisco Headsets that are connected to Webex, Webex Meetings, and Cisco Webex Desk devices on Webex Control Hub.

Cisco Desk Cameras automatically appear in the Control Hub inventory when they connect to the Webex App or Webex App for VDI. You can view camera inventory details and manage the firmware for the deployed cameras.



Hybrid Services

Working with on-premises resources is made easy using hybrid services:

- Hybrid Calendar
- Webex Edge for Devices
- Groups integration
- Hybrid Calling for Webex Devices
- Hybrid Message
- Video Mesh
- Serviceability Service
- Video Integration with Microsoft Teams
- Hybrid Data Security

The screenshot shows the webex Control Hub interface. On the left, there's a sidebar with sections like Alerts centre, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organisation settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Connected UC). A button labeled 'Hybrid' is highlighted with a purple rectangle. The main area is titled 'Hybrid' and contains eight service cards arranged in two rows of four. Each card has a title, a brief description, a 'View Prerequisites' link, and a blue 'Set Up' button.

Service	Description	Action Links
Hybrid Calendar (Exchange)	Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app and provide One Button to Push (OBTP) to join.	View Prerequisites, Set Up
Hybrid Calendar (Office 365)	Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app and provide One Button to Push (OBTP) to join.	View Prerequisites, Set Up
Hybrid Calendar (Google)	Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app and provide One Button to Push (OBTP) to join.	View Prerequisites, Set Up
Groups integration (Microsoft 365 Groups)	Connect Webex to Microsoft Office 365 and create teams for your Microsoft 365 groups.	View Prerequisites, Set Up
Hybrid Calling for Webex Devices	Hybrid Calling provides Unified CM on-premises calling capabilities to Webex cloud-registered devices.	View Prerequisites, Set Up
Hybrid Message	Connect Webex to UCM IM and Presence Service, so Cisco Webex users and Cisco Jabber users can direct message each other.	View Prerequisites, Set Up
Video Mesh	Extends cloud media to use premises-based resources for calls and meetings.	View Prerequisites, Set Up
Serviceability Service	Enables TAC to collect on-demand diagnostic data. This speeds up case resolution, reduces impact on your technical staff and increases your on-premises infrastructure uptime.	View Prerequisites, Set Up
Video Integration (Microsoft Teams)	Join Microsoft Teams meetings from Webex devices. Enable Hybrid Calendar Service to join meetings with One Button to Push (OBTP).	View Prerequisites, Set Up
Hybrid Data Security	Manage your encryption keys and other security services on-premises.	View Prerequisites, Set Up

Migrations

Control Hub offers Migration wizards to guide and help you to automate the different migration paths for on-premises solutions

- Migrate Jabber to the new Webex
- Migrate Enterprise phones to Multiplatform firmware
- Migrate Calling from UCM platforms to Cisco Webex Cloud
- Migrate Personal Contacts to Webex app
- User/Contact synchronization
- Migration Insights
- Migrate from UCM

The screenshot shows the webex Control Hub dashboard. On the left, there's a sidebar with navigation links: Overview, Alerts centre, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organisation settings), SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Connected UC, Hybrid). The 'Updates & Migrations' link is highlighted with a purple box. The main content area is titled 'Updates & Migrations' and 'Update to the new Webex'. It features four migration paths with icons and descriptions:

- 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 users with calling behaviour and UC manager profile.
 - ✓ Continue using calling on your enterprise.**Get started**
- Migrate Enterprise phones to Multiplatform (MPP) firmware**: Convert and assign your Enterprise phones to existing Webex users/ workspaces. **How this works:**
 - ✓ Automate phone migration licence creation and delivery.
 - ✓ Auto-register your devices to Webex calling.**Get started**
- Migrate Calling from UCM platforms to Cisco Webex Calling**: 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 licence creation and delivery.
 - ✓ Auto-register your devices to Webex Calling.**Get started**
- Migrate personal contacts to the Webex app**: Move any personal contacts saved on your user's Jabber contact list. **How this works:**
 - ✓ Encrypted personal contacts will be migrated for users already added to Webex.**Get started**

Migration utilities

- User/contact synchronisation**: Synchronisation of end users and organisational contacts from Unified CM to Webex. **Get started**
- Migration insights**: You have to onboard your org to use this service from the Onboarding page under Connected UC. **Get Started**
- Migrate from UCM**
 - Transform data from UCM
 - Provision into Webex Calling**Get Started**

Organization Settings

This section contains various settings that affect the whole Webex organization. It is also possible to create templates for general user settings.

The screenshot shows the 'webex Control Hub' interface with the 'Organisation settings' page selected. The left sidebar lists various management categories: Overview, Alerts centre, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organisation settings), SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Connected UC, Hybrid), and Example. The 'Organisation settings' tab is highlighted. The main content area displays several configuration sections:

- Webex app security**: A toggle switch labeled 'Allow Webex app security' is turned off. A note states: "Users can only launch the Webex app on secure mobile devices with lock screens."
- Key management**: A toggle switch labeled 'Bring Your Own Key (BYOK)' is turned off. A note states: "Add your own main key instead of the default to protect Webex app content (messaging, meeting and calling). When BYOK is disabled, the contents of your Org will be protected by the default main key."
- Webex web client's idle timeout**: A toggle switch labeled 'Allow idle timeout' is turned on. A note states: "Automatically log users out of an idle session. You can change the amount of time the client will remain idle until the user is logged out of their account." Below this are two dropdown menus: 'Off network' set to '1 hour (Default)' and 'In network' set to '1 hour (Default)'.
- Control Hub's idle timeout**: A note states: "When enabled, users are automatically signed out of idle Webex Control Hub sessions. You determine the amount of time that Webex Control Hub remains idle until users are signed out." A dropdown menu shows '12 hours'.
- Authenticated sign in**: A toggle switch labeled 'Users must sign in before joining a Webex meeting' is turned off. A link 'More on authenticated sign in and security' is provided.
- Allow bring your own device (BYOD)**: A toggle switch labeled 'Bring your own device (BYOD)' is turned on.

Organization Settings

Webex app security	SIP Address for Cisco Webex Calling
Key management	Calling Behaviour
Webex web client's idle timeout	UC Manager Profiles
Control Hub's idle timeout	Cisco Directory Connector
Authenticated sign in	User security
Allow bring your own device (BYOD)	Microsoft Azure Active Directory Wizard app
Internal Communication	Manage inactive user
External Communication	People Insights Profiles
Face Recognition	Recommended messages
Customized dictionary	Cisco AI Assistant & AI features
Privacy	AI generated summaries for recordings
Meeting scheduler and calendar	Personal insights
Domains	Single Sign-On
Self-Registration	External social sign-in

Organization Settings Continued

QR code authentication	Scheduling in the Webex app
Remember Me Controls	Simultaneous interpretation
Multi-Factor Authentication	Virtual Background
Smart lockout	Digital whiteboard
Password policy	Virtual camera
App access and token policy	Virtual desktop for Webex
Collect client metrics	Recurring software updates for the Webex app
ThousandEyes	Webex sidebar customization
Meraki	Default landing screen for the Webex app
User authentication data	Migrate Content
Alerts	Network location
Customize branding for Webex	Data retention
Help and support information	Meeting watermarks
Email settings	Discover devices for Webex app

Account, Data Location, Subscription information

Control Hub gives you easy access to your account information, including where your data resides.

Visibility of your subscriptions including license count and usage are accessed on the Subscriptions tab.

New offers highlights offers that may be of interest, for instance Basic Meetings, which allows everyone in your organisation to host a Webex Meeting with a Basic Meetings licence.

Privacy allows you to delete meetings metadata for individuals or multiple users to facilitate requests to remove stored data.

The screenshot shows the 'Account' section of the Control Hub. On the left is a sidebar with links: Overview, Alerts centre, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account - highlighted), and SERVICES (Updates & Migrations). The main area has tabs: Info (selected), Subscriptions, New Offers, and Privacy. Under 'Organisation profile', fields include 'Organisation name' (Example), 'Organisation ID' (7443eef3-b09b-4a12-8ad7-2e0af6fc4dc8), 'Which industry is your organisation in?' (Technology), and 'How many Webex users do you plan to have in this organisation?' (1-50).

Data locations	Data type	Covered data	Data location
	Meetings	Recordings, transcripts, files, meeting titles, attendee names and emails, and user profiles in Webex site administration portal	UK, EU, United States
	Messaging	Messages, files, avatars, spaces and organisation metadata	United States
	Common application data	All Webex identity platform data, such as full user profiles, user groups and o	United States

The screenshot shows the 'Subscriptions' section of the Control Hub. The sidebar and tabs are identical to the 'Account' page. The main area shows 'Licence Summary' (Assigned licences across all subscriptions) and a table of services with their assigned licence counts:

Licence Summary	Assigned licences across all subscriptions		
Enterprise Trial	Messaging	Advanced messaging	Assigned licences 0/100
	Meeting	Advanced space meetings	Assigned licences 0/10
		Webex Meetings Suite	Assigned licences 0/10
		Real-time translations	Assigned licences 0/100
		Webex Assistant for Meetings	Assigned licences 0/100
Calling	Webex Calling	Professional Assigned licences 0/100	
		• User: 0	
		• Workspace: 0	
		Standard Assigned licences 0/100	
		Workspaces Assigned licences 0/100	
		Cisco Calling Plan Assigned licences 0/100	

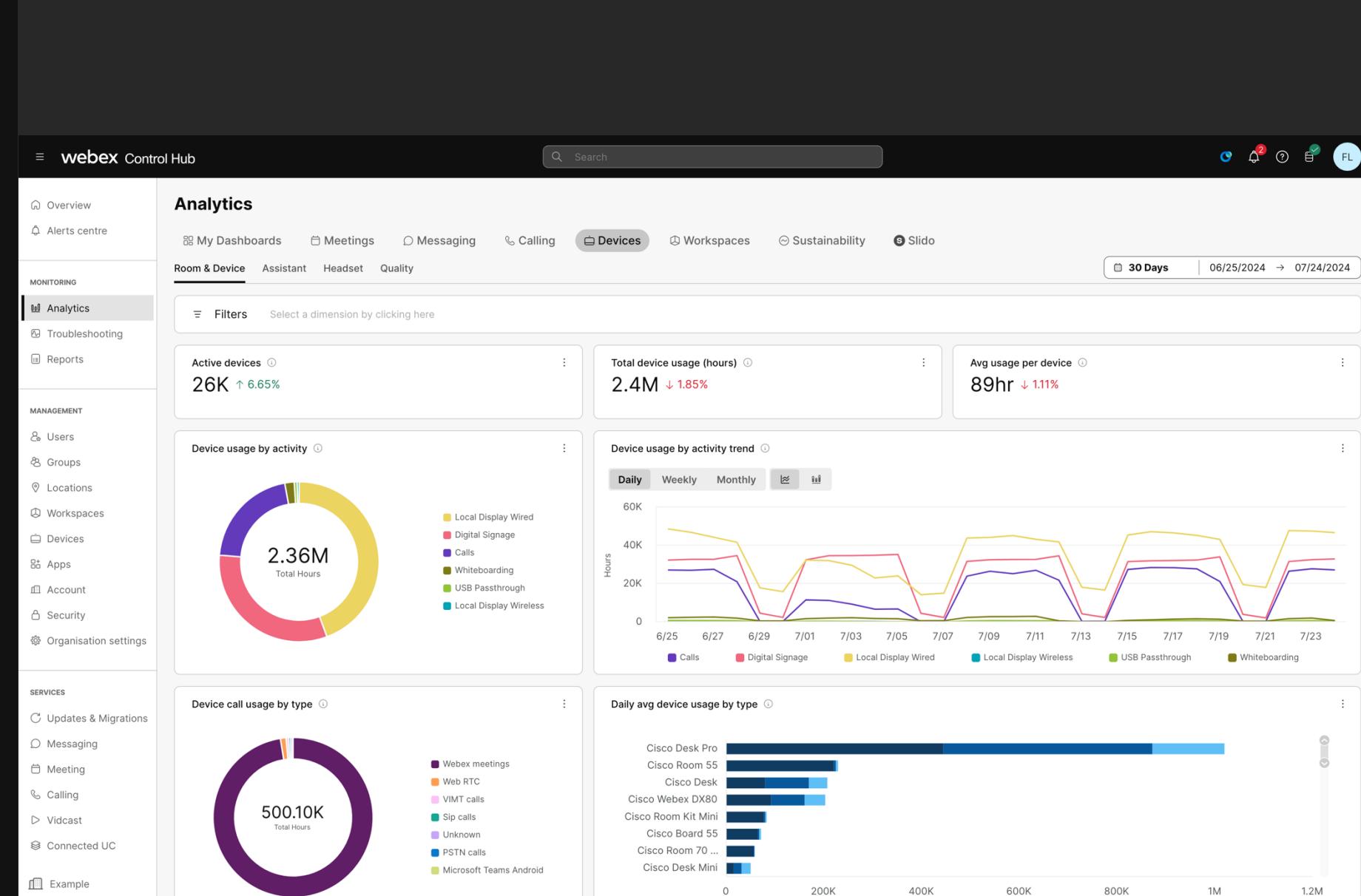
03

Monitoring

Analytics

Control Hub analytics give administrators access to interactive data visualizations that show important information, such as usage and adoption trends and quality for Meetings, Messaging, Calling, Devices and more.

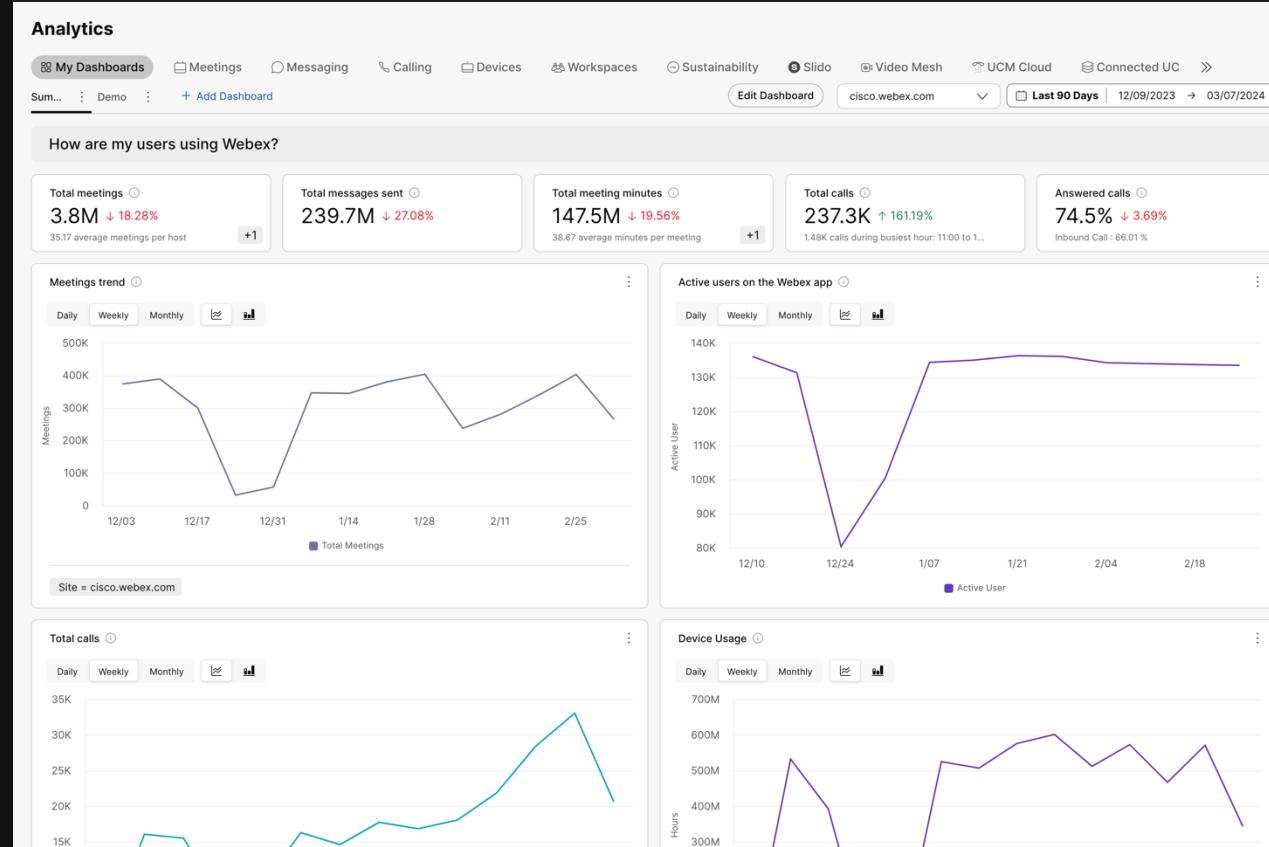
You can use this information to evaluate how Webex services and devices are being used in your organization and how they are performing.



Service Dashboards

Learn how Webex is performing and how your users are using Webex with pre-populated charts

In addition, administrators can build custom dashboards and add their choice of charts. Administrators can mix charts from Meetings, Calling, Messaging, Devices, Workspaces, Sustainability, Customer Experience and Slido and then share them with other Administrators.



Workspace Metrics

Understand how your workplaces are performing.

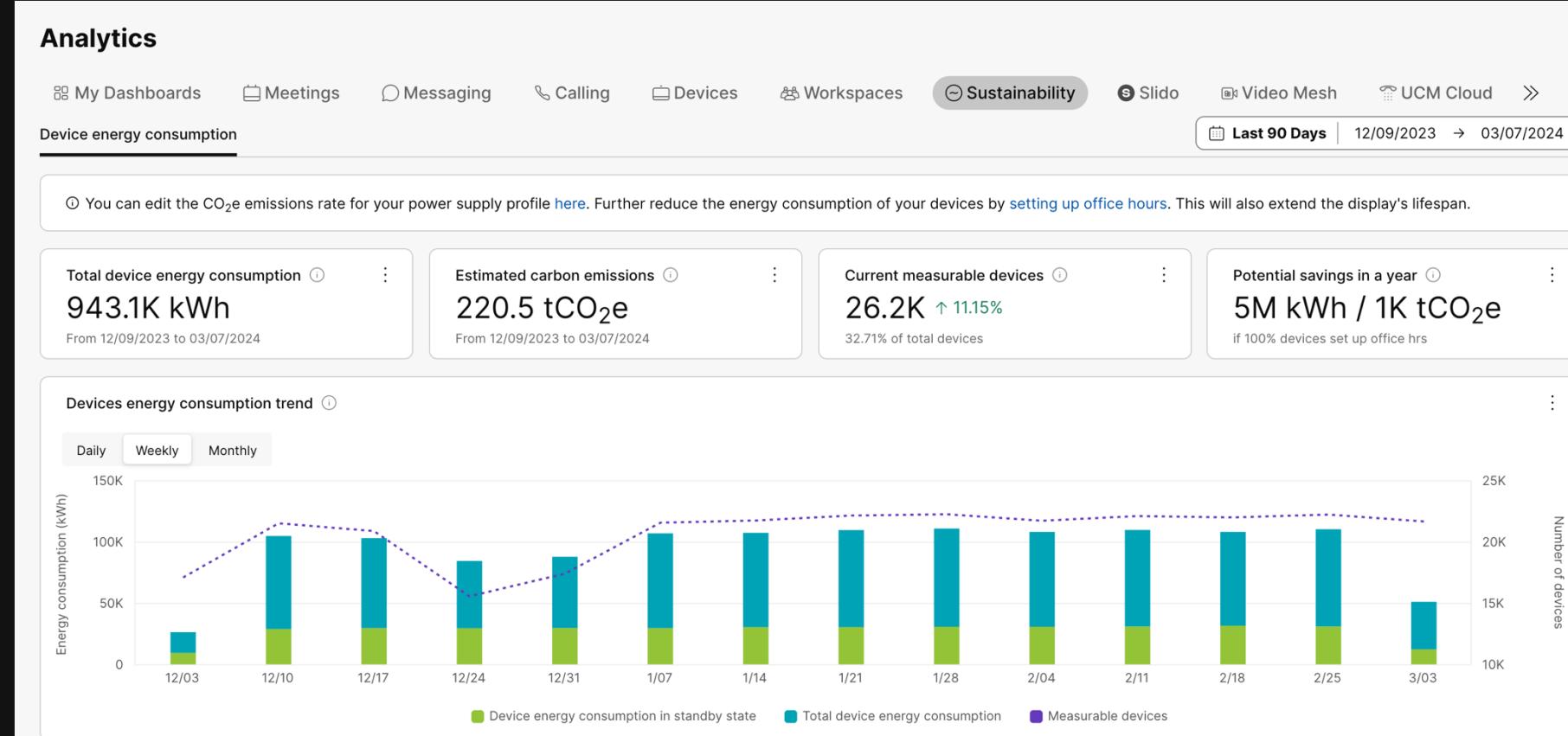
- Real-time occupancy and usage
- Sound, temperature and relative humidity
- Historical data and insights



Sustainability

Sustainability analytics model the estimated energy that current measurable devices in your organization are consuming over a selected date range and the estimated greenhouse gas emissions (measured in CO₂e emissions) associated with their energy consumption.

Enabling the office hours feature can save energy and therefore CO₂e emissions.



Live Meetings

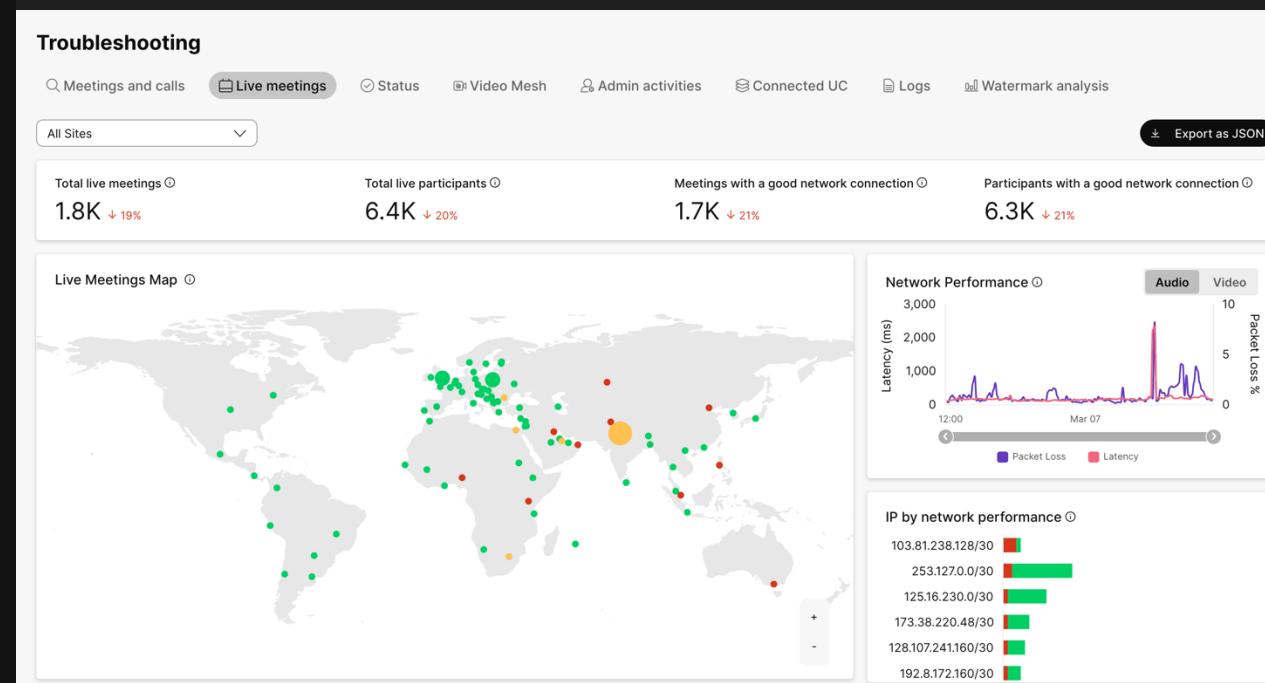
This tab shows all the meetings that are currently in progress in your organization. You can use the information here to proactively catch network issues before they become widespread, or to help diagnose the cause of network issues. Data automatically updates every 10 minutes.

- Live Meetings Maps
- Network Performance
- IP by Network

Performance table

KPIs:

- Total live meetings
- Total live participants
- Meetings with good network connection
- Participants with good network connection



Alerts Center

Administrators can configure alerts to be delivered through email, webhooks, or to a Webex space. Regardless of the delivery channel configured, all alerts will always appear in Control Hub.

Alerts for the last 14 days will appear in the Alerts section; you can export historical alerts for the last 30 days in a CSV format by clicking on the export button.

Alert types include:

- Meetings
 - Live meeting monitoring
 - Historical meeting quality trend
 - Historical meeting quality monitoring
 - Device live meeting alert
- Devices
 - Software version expiry
 - Offline and online events
 - Detected or resolved events
- Calling
 - Alerts for UCM Cloud
 - Call quality drop
 - Calling Insights

Alerts center					
Alerts	Requests	Manage			
My alerts		All alerts			
Search		All Unresolved All High Medium Low Filter 310 alerts Export			
Severity	Alerts	Action	Date		
<input type="checkbox"/>	High Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:28 PM	...	
<input type="checkbox"/>	Low Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:28 PM	...	
<input type="checkbox"/>	Medium Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:28 PM	...	
<input type="checkbox"/>	Low Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:15 PM	...	
<input type="checkbox"/>	High Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:15 PM	...	
<input type="checkbox"/>	Medium Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:15 PM	...	
<input type="checkbox"/>	Low Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 3:06 PM	...	
<input type="checkbox"/>	Medium Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 3:06 PM	...	
<input type="checkbox"/>	High Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 3:06 PM	...	
<input type="checkbox"/>	Low Level Issues - Issues detected: ThousandEyes configuration error.	View device	Yesterday, 2:58 PM	...	
<input type="checkbox"/>	High Level Issues - Issues detected: ThousandEyes configuration error.	View device	Yesterday, 2:58 PM	...	
<input type="checkbox"/>	Medium Level Issues - Issues detected: ThousandEyes configuration error.	View device	Yesterday, 2:58 PM	...	
<input type="checkbox"/>	Medium Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:37 PM	...	
<input type="checkbox"/>	High Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:37 PM	...	
<input type="checkbox"/>	Low Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:37 PM	...	
<input type="checkbox"/>	Medium Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:36 PM	...	

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Medium	Medium Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:28 PM		
Low	Low Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:15 PM		
High	High Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:15 PM		
Medium	Medium Level Issues - Issues detected: Software upgrade override.	View device	Yesterday, 4:15 PM		
Low	Low Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 3:06 PM		
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Low	Low Level Issues - Issues detected: ThousandEyes configuration error.	View device	Yesterday, 2:58 PM		
High	High Level Issues - Issues detected: ThousandEyes configuration error.	View device	Yesterday, 2:58 PM		
Medium	Medium Level Issues - Issues detected: ThousandEyes configuration error.	View device	Yesterday, 2:58 PM		
Medium	Medium Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:37 PM		
High	High Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:37 PM		
Low	Low Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:37 PM		
Medium	Medium Level Issues - Issues resolved: ThousandEyes configuration error.	View device	Yesterday, 12:36 PM		

Reports

Administrators can generate and download usage and quality reports for their organization.

Control Hub offers customizable report templates.

Administrators have the option to schedule a report on a recurring basis.

See all available reports here: <https://help.webex.com/en-us/article/nmug598/Reports-for-Your-Cloud-Collaboration-Portfolio>

Reports

Templates

Report list

Scheduled jobs

Classic reports



Search service or template name

New custom template

Meetings

Usage Quality License

Template name	Description	Start date(UT...)	More
Meetings Active Host	Provides information about how many meetings a host...	08/08/2023	More
Meetings Details	Provides information about meetings that were starte...	08/07/2023	More
Meetings Inactive Users	Provides information about users who haven't hosted ...	08/08/2023	More
Meetings Usage Summary	Provides information about the total number of meetin...	08/08/2023	More
Meetings Audio Usage	Provides information about the different types of audi...	08/07/2023	More
Meetings Telephony Report	Provides information about the different types of audi...	08/07/2023	More

Onboarding

Messaging

Calling

Webinars

Customer Experience

Meeting Watermarks

Enhance security in your meetings by adding audio watermarks to the meeting audio participants receive.

When a meeting has audio watermarks, you can upload audio recordings to Control Hub, which then analyzes the recording and looks up the unique identifiers. You can look at the results to see which source client or device recorded the meeting.

It is also possible to add visual watermarks to participants video and shared content to make screenshots traceable.

Troubleshooting

[Meetings and calls](#) [Live meetings](#) [Status](#) [Video Mesh](#) [Admin activities](#) [Connected UC](#) [Logs](#) [Watermark analysis](#)



Analyse file

Upload a file and start the analysis.

Analyse file

Auditing

Organization full and organization read-only administrators can review the activity log stored in Control Hub and audit administrator activities. As well as view authentication activities by admins and users.

The admin activity log includes events for site configuration changes and recording administrator activities.

Search for specific dates and narrow your results using the filter. Download the log to a comma-separated values (CSV) file, or use the admin audit event APIs to export it.

The authentication activity log includes sing in, sign out, failure, success, interactive and non-interactive authentication activitys.

The screenshot shows the webex Control Hub interface with the 'Security' section selected. The 'Audit' tab is active. The main area displays a table of administrator activities, with the 'Admin activities' tab selected. The table includes columns for Time, Performed by, Category, Change, and Impacted resource. A search bar and a date range selector ('Last year') are also visible at the top of the table area.

Time	Performed by	Category	Change	Impacted resource
November 09, 2022 03:36 pm	A Administrator	Webex sites	Webex site item event is updat...	SITE_demo.webex.com
November 07, 2022 03:45 pm	A Administrator	Webex sites	Webex site item event is updat...	SITE_demo.webex.com
November 07, 2022 02:40 pm	A Administrator	Webex sites	Webex site item event is updat...	SITE_demo.webex.com
November 07, 2022 02:39 pm	A Administrator	Webex sites	Webex site item event is updat...	SITE_demo.webex.com
November 07, 2022 02:39 pm	A Administrator	Webex sites	Webex site item event is updat...	SITE_demo.webex.com
October 20, 2022 03:16 pm	A Administrator	Org settings	An org setting was created or ...	demo.webex.com
October 20, 2022 03:15 pm	A Administrator	Org settings	An org setting was created or ...	demo.webex.com
October 20, 2022 03:15 pm	A Administrator	Org settings	An org setting was created or ...	demo.webex.com
October 20, 2022 08:58 am	A Administrator	Org settings	Software client config was upd...	demo.webex.com
October 20, 2022 08:58 am	A Administrator	Org settings	Software client config was upd...	demo.webex.com
October 20, 2022 08:58 am	A Administrator	Org settings	Software client config was upd...	demo.webex.com
October 18, 2022 03:17 pm	A Administrator	Places	Activation code for workspace ...	The Oval
October 18, 2022 03:17 pm	A Administrator	Devices	Org-wide device configuration ...	Webex.Hotdesking.Hotdesking...
October 18, 2022 03:17 pm	A Administrator	Places	Workspace was created	The Oval
October 18, 2022 01:20 pm	A Administrator	Users	User entitlements or licenses ...	admin@demo.webex.com

04

Troubleshooting

Meetings & Calls Troubleshooting

Troubleshooting a meeting or call in Control Hub is simple. Search for a user or device to see calls and meetings that the user or device has attended. Or search using a user's email address, conference/call number, conference/call ID, phone number, device name or MAC address. A list of meetings and calls up to 21 days in the past are available to view as well as any Webex Meetings or Calls on Webex in progress.

Three types of record can be found, Webex Meeting, Webex Calling and Call on Webex (Call on Webex is 1:1, non-PSTN calling).

Troubleshooting

Meetings and calls Live meetings Status Video Mesh Admin activities Connected UC Logs >

userone@cisco.com 1 Meeting & 2 Calls

Last 7 Days | 03/07/2024 → 03/13/2024 (GMT +00:00) Europe/London

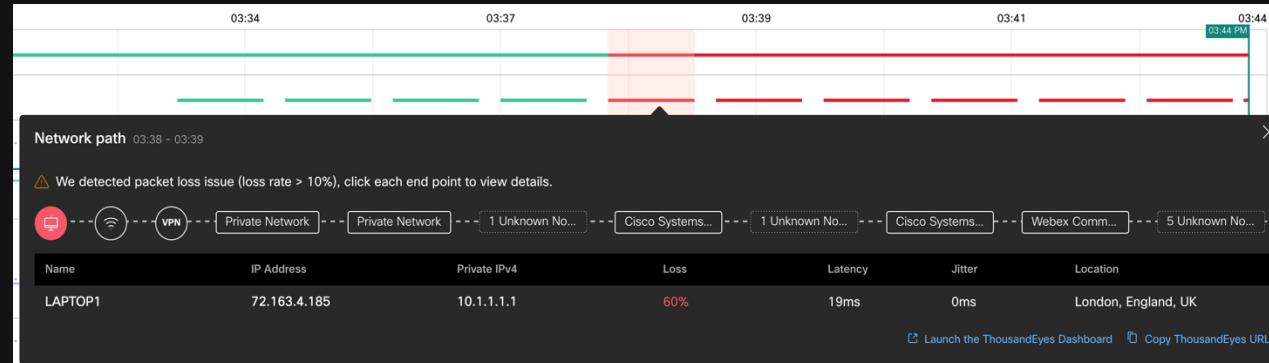
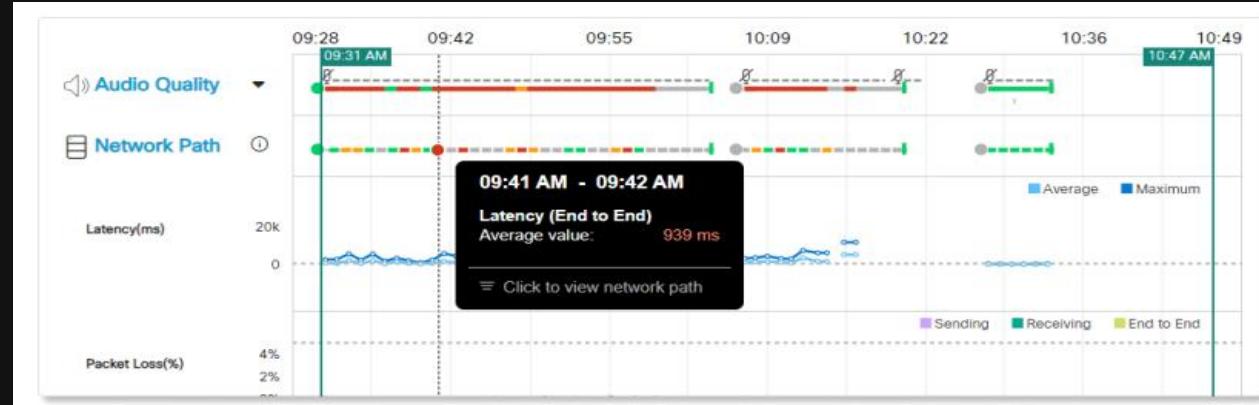
User One • Active	Poor meeting minutes	Total meeting minutes	Poor minutes of Call on We...	Total minutes of Call on We...	Poor Webex calling minutes
0 min 0 poor meetings	582 mins 20 total meetings	0 min 0 poor calls	78 mins 7 total calls	0 min 0 poor calls	»

User One's meetings & calls

Overall	Personal	Service	Start Time	Meeting/Caller num	Name	Host/Caller	Participants	Duration	Site/Location	Conference/Call ID
Good	• Good	📞	2024-03-13 04:2...	N/A	User One	userone	2	In pro...	N/A	ecccccc-c...
Good	• Good	📞	2024-03-13 02:5...	+11111111...	Customer...	Custo...	2	01:31	Prod...	BW111111...
Good	• Good	📅	2024-03-13 03:11...	22222222...	Meeting 1...	host1...	9	17:52	site1	333333333...

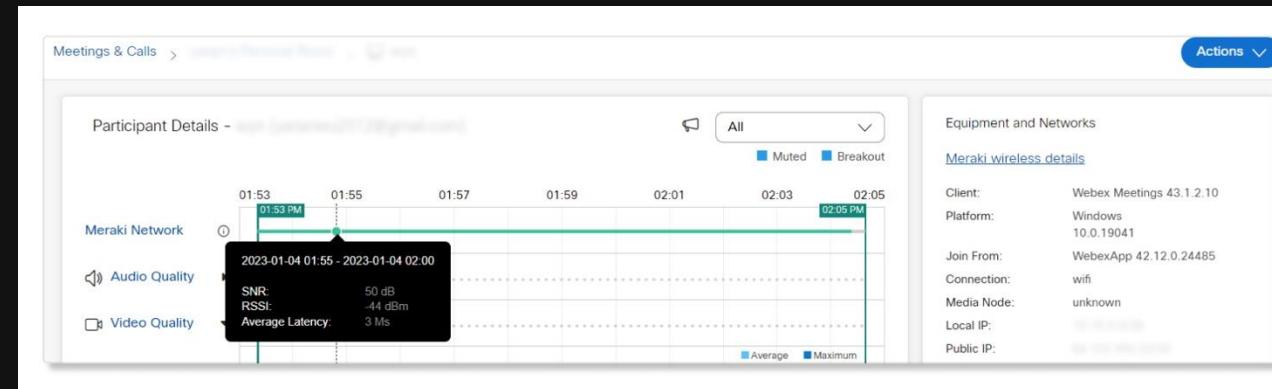
Integrate ThousandEyes with Troubleshooting in Control Hub

When you use ThousandEyes together with Control Hub, you get direct access to ThousandEyes path visualization data within Control Hub. This helps network administrators identify root causes for negative participant experiences for Webex App Desktop users and Cisco RoomOS devices in Webex Meetings and Webex Calls.



Integrate Cisco Meraki with Troubleshooting in Control Hub

Integrate Cisco Meraki with Troubleshooting so you can see full path visibility of Webex App Desktop users and Cisco RoomOS devices across the Meraki platform to isolate issues with greater clarity.



Webex App and Device Logs

Generate and download device logs in Control Hub under Devices > Device > Manage Device Logs to troubleshoot issues. Logs can be generated from any video device regardless of their location, making managing remote devices simple.

When logs are generated from the Webex App, they will appear in Troubleshooting > Logs for easy admin access.

The screenshot shows a modal window titled "Manage Logs". At the top, there's a section for generating new logs with a note about logs being available to Cisco technical support. Below this is a table listing log entries. The table has columns for Time, Type, Feedback ID, and Action. Each entry includes a download link. A dropdown menu at the top right shows "All Logs" and a refresh button. A "Close" button is at the bottom right.

Time	Type	Feedback ID	Action
14/10/2022 0...	Call Log	3210750972	↓ Downl...
14/10/2022 0...	Call Log	9580751103	↓ Downl...
14/10/2022 0...	Call Log	2596340170	↓ Downl...
14/10/2022 0...	Call Log	8391913254	↓ Downl...
14/10/2022 0...	Call Log	1810419040	↓ Downl...
14/10/2022 0...	Call Log	7961196265	↓ Downl...
11/10/2022 0...	Call Log	7999745944	↓ Downl...
10/10/2022 1...	Call Log	6173574600	↓ Downl...
10/10/2022 0...	Call Log	8054700000	↓ Downl...

